

**TWENTIETH AMENDMENT
to the
KANSAS MEDICAL ELIGIBILITY DETERMINATION (K-MED) SYSTEM CONTRACT
between
KANSAS DEPARTMENT OF HEALTH AND ENVIRONMENT
and
ACCENTURE, LLP**

The above referenced agreement entered into by and between the Secretary of the Kansas Department of Health and Environment, hereinafter referred to as KDHE, and Accenture LLP ("Contractor" or "Accenture") beginning August 29, 2011 ("Original Agreement"), as amended by the First Amendment dated August 30, 2011, the Second Amendment dated February 16, 2012, the Third Amendment dated April 4, 2012, and the Fourth Amendment dated June 21, 2012, the Fifth Amendment dated August 21, 2012, the Sixth Amendment dated October 22, 2012, the Seventh Amendment dated January 16, 2013, the Eighth Amendment dated March 14, 2013, the Ninth Amendment dated August 2, 2013, the Tenth Amendment dated August 5, 2013, the Eleventh Amendment dated October 15, 2013, the Twelfth Amendment dated October 17, 2013, the Thirteenth Amendment dated April 29, 2014, the Fourteenth Amendment dated November 18, 2014, the Fifteenth Amendment dated February 3, 2015, the Sixteenth Amendment dated March 16, 2015, the Seventeenth Amendment dated May 21, 2015, the Eighteenth Amendment dated May 21, 2015 and the Nineteenth Amendment dated XXXXXX is hereby amended by agreement of the parties (this "Twentieth Amendment").

1. BACKGROUND / SUMMARY

- A. Accenture and DCF have come to an agreement whereby Accenture will provide Pre-Implementation Operations Support, Ongoing Operations and Help Desk services for Phase 3.0 of the Kansas Eligibility Enforcement System (KEES) in conjunction with Ongoing Operations services Accenture is to provide to KDHE. Sections 3.A, 3.B, 3.C, 3.D, 3.E and 3.H below outline the assumptions, scope and changes to the DCF Statement of Work surrounding the additional services Accenture is to provide.
- B. Accenture and DCF have come to an agreement whereby Accenture will provide an additional 30,000 hours of capacity to DCF for change requests that are to be implemented for Phase 3.0. The cost of the additional 30,000 hours has been incorporated into the DCF Statement of Work in the form of additional billings on current deliverables as well as the addition of two Phase 3.0 milestones that have billings tied to them. The additional deliverable billings in turn have increased the DCF retainage amount and have necessitated an additional retainage payment. Sections 2.A, 3.E, 3.F and 3.G below outline the necessary changes to the KEES Original Terms and Conditions as well as the DCF Statement of Work related to the additional 30,000 hours.
- C. DCF has requested that Accenture conduct a Phase 3 pilot, as required under Food and Nutrition Services (FNS) guidance, prior to implementation of SNAP functionality. Sections 3.A, 3.B and 3.E below outline the necessary changes to the DCF Statement of Work related to Accenture's support of a three (3) month pilot effort, some of which will be in conjunction with Phase 3 User Acceptance Testing.

- D. DCF and Accenture have agreed to replace the DCF Rate Card with a new Rate Card which contains discounts of onshore hourly rates in addition to new offshore rates. The new Rate Card is contained in Section 3.I of this Twentieth Amendment.
- E. Due to the changes in billings and the addition of new deliverables, Exhibit I to the KEES Contract required updates. A revised version of Exhibit I is attached to this Twentieth Amendment as outlined in Section 4 below.
- F. DCF and Accenture have agreed to add a Service Level Agreement and Liquidated Damages for Phase 3.0 defect remediation. The changes to the Service Level Agreements (SLAs) are defined in Exhibit L to the Original Agreement, a revised version of which is attached to this Twentieth Amendment as outlined in Section 5 below.

2. CHANGES TO THE KEES CONTRACT TERMS AND CONDITIONS

- A. **Section 4.67 of the KEES Original Agreement Terms and Conditions** is hereby modified and replaced in its entirety with the following:

4.67 Payment Retainage

A. Retainage in an amount of ten percent (10%) of all contract payments will be withheld by the State and, unless otherwise specified in the Statement of Work, paid to Contractor in ten phases: (1) upon acceptance of all DCF BPR Deliverables, DCF Deliverable #s 50, 51a-j, 52a-j, 53a-h; (2) upon acceptance of Application Code and Unit Test R2.0 (Deliverable # 46 for KDHE and Deliverable #16 for DCF); (3) upon acceptance of Application Code and Unit Test R2.1 (Deliverable #84 for KDHE and Deliverable #60 for DCF); (4) upon acceptance of Application Code and Unit Test R2.2 (Deliverable #86 for KDHE and Deliverable #62 for DCF); (5) upon acceptance of Pilot Deployment for Phase 2.5 (Deliverable #61 for KDHE and Deliverable #31 for DCF); (6) upon Pilot Acceptance for Phase 2.5 (Deliverable #62 for KDHE and Deliverable #32 for DCF); (7) upon acceptance of User Acceptance Testing Results and Resolutions Document (P3a) (Deliverable #73 for KDHE and Deliverable #38 for DCF); (8) upon acceptance of Application Deployment (P2.6) (Deliverable #91 for KDHE and Deliverable #75 for DCF); (9) upon acceptance of System Acceptance (P2.6) (Deliverable #92 for KDHE and Deliverable #76 for DCF); and (10) upon acceptance of System Acceptance (P3.0) (Deliverable #78 for DCF). Payment amounts for each of the releases of retainage are listed in the Statement of Work for KDHE and DCF. The following will be excluded from Retainage: maintenance services, postage payments made on behalf of the state as pass through payments, monthly lease payments on Contractors Topeka facility. In addition the following ten (10) Project Management Operations (PMO) staff are excluded from Retainage: 1 Project Manager, 1 Client Account Lead, 1 PMO Manager, 1 System Manager, 1 Testing Manager, 1 Training Lead, 2 Technology Managers and 2 Quality Assurance Directors. Compensation is not deemed to have been earned until all conditions precedent to payment has been met. Payment amounts for each of the releases of retainage are listed in the Statement of Work for KDHE and DCF.

B. The Retainage amount shall, subject to subsection (D) infra, increase immediately and through the remainder of this Contract, in the event that two or more deliverables have been received after their due date as a result of Contractor's late delivery or in the event that two or more deliverables have been received in such poor quality as determined by the State, that the State has notified Contractor that the deliverables are unacceptable and given to the Contractor a notice, in writing, from the State, to cure in accordance with the terms of this Contract. In either case, Retainage shall increase immediately so that fifteen percent (15%) of all contract payments will be withheld by the State and, unless otherwise specified in the Statement of Work, paid to Contractor in ten phases: (1) upon acceptance of all DCF BPR Deliverables, DCF Deliverable #s

50, 51a-j, 52a-j, 53a-h; (2) upon acceptance of Application Code and Unit Test R2.0 (Deliverable # 46 for KDHE and Deliverable #16 for DCF); (3) upon acceptance of Application Code and Unit Test R2.1 (Deliverable #84 for KDHE and Deliverable #60 for DCF); (4) upon acceptance of Application Code and Unit Test R2.2 (Deliverable #86 for KDHE and Deliverable #62 for DCF); (5) upon acceptance of Pilot Deployment for Phase 2.5 (Deliverable #61 for KDHE and Deliverable #31 for DCF); (6) upon Pilot Acceptance for Phase 2.5 (Deliverable #62 for KDHE and Deliverable #32 for DCF); (7) upon acceptance of User Acceptance Testing Results and Resolutions Document (P3a) (Deliverable #73 for KDHE and Deliverable #38 for DCF); (8) upon acceptance of Application Deployment (P2.6) (Deliverable #91 for KDHE and Deliverable #75 for DCF); (9) upon acceptance of System Acceptance (P2.6) (Deliverable #92 for KDHE and Deliverable #76 for DCF); and (10) upon acceptance of System Acceptance (P3.0) (Deliverable #78 for DCF). The following will be excluded from Retainage: maintenance services, postage payments made on behalf of the state as pass through payments, monthly lease payments on Contractors Topeka facility. In addition the following ten (10) Project Management Operations (PMO) staff are excluded from Retainage: 1 Project Manager, 1 Client Account Lead, 1 PMO Manager, 1 System Manager, 1 Testing Manager, 1 Training Lead, 2 Technology Managers and 2 Quality Assurance Directors. Compensation is not deemed to have been earned until all conditions precedent to payment has been met. Payment amounts for each of the releases of retainage are listed in the Statement of Work for KDHE and DCF.

C. The Retainage amount shall, subject to subsection (D) infra, increase immediately and through the remainder of this Contract, in the event that three or more deliverables have been received after their due date or other agreed upon timeframe, as a result of Contractor's late delivery or in the event that three or more deliverables have been received in such poor quality as determined by the State, that the State has notified Contractor that the deliverables are unacceptable and given to the Contractor a notice in writing, from the State, to cure in accordance with the terms of this Contract. In either case, Retainage shall increase immediately so that twenty percent (20%) of all contract payments will be withheld by the State and, unless otherwise specified in the Statement of Work, paid to Contractor in ten phases: (1) upon acceptance of all DCF BPR Deliverables, DCF Deliverable #s 50, 51a-j, 52a-j, 53a-h; (2) upon acceptance of Application Code and Unit Test R2.0 (Deliverable # 46 for KDHE and Deliverable #16 for DCF); (3) upon acceptance of Application Code and Unit Test R2.1 (Deliverable #84 for KDHE and Deliverable #60 for DCF); (4) upon acceptance of Application Code and Unit Test R2.2 (Deliverable #86 for KDHE and Deliverable #62 for DCF); (5) upon acceptance of Pilot Deployment for Phase 2.5 (Deliverable #61 for KDHE and Deliverable #31 for DCF); (6) upon Pilot Acceptance for Phase 2.5 (Deliverable #62 for KDHE and Deliverable #32 for DCF); (7) upon acceptance of User Acceptance Testing Results and Resolutions Document (P3a) (Deliverable #73 for KDHE and Deliverable #38 for DCF); (8) upon acceptance of Application Deployment (P2.6) (Deliverable #91 for KDHE and Deliverable #75 for DCF); (9) upon acceptance of System Acceptance (P2.6) (Deliverable #92 for KDHE and Deliverable #76 for DCF); and (10) upon acceptance of System Acceptance (P3.0) (Deliverable #78 for DCF). The following will be excluded from Retainage: maintenance services, postage payments made on behalf of the state as pass through payments, monthly lease payments on Contractors Topeka facility. In addition the following ten (10) Project Management Operations (PMO) staff are excluded from Retainage: 1 Project Manager, 1 Client Account Lead, 1 PMO Manager, 1 System Manager, 1 Testing Manager, 1 Training Lead, 2 Technology Managers and 2 Quality Assurance Directors. Compensation is not deemed to have been earned until all conditions precedent to payment has been met. Payment amounts for each of the releases of retainage are listed in the Statement of Work for KDHE and DCF.

D. The State may, at its sole discretion, waive all or part of any of the aforementioned conditions or actions, via written notice to the Contractor, one or more times and such waiver(s) shall not prohibit the State from enacting such conditions or actions at a later date at its sole discretion.

E. The provisions of subsections (B) and (C) herein shall apply only where Contractor or Subcontractors are the sole source of any delay or late delivery.

F. If the contract is terminated for cause, convenience or unavailability of funds, any Retainage held prior to termination will be released to the Contractor thirty days following the effective date of the termination.

3. CHANGES TO THE DCF STATEMENT OF WORK

A. Section 3.0, Project Phases and Timeline of the KEES DCF Statement of Work is hereby replaced in its entirety with the following:

The Services described in this Statement of Work will be performed in the following distinct project phases as detailed below. The actual project dates will be included in the finalized Project Work Plan. Specific dates are subject to the date of contract signing:

Project Phase	Deliverable/Scope	Purpose	Deployment Date
Phase 1 – Implementation	Self-Assessment, Presumptive Eligibility, Online Application	<ol style="list-style-type: none"> 1. Project momentum/success, project “warm up” 2. Commitment to sponsors 3. Benefit to CH and consumers 	Month 11 July 27, 2012
Phase 2.5 – Implementation Pilot	Pilot of Medical Functionality	<ol style="list-style-type: none"> 1. Deployment of Production Hardware 2. Deployment of Phase 2 Code 3. Conversion of data from legacy systems Hosting of interim FFM Transfer Process 	Month 34 June 2014
Phase 2.6 – Implementation	Full Deployment of KEES Medical Functionality	<ol style="list-style-type: none"> 1. Deployment of Medical programs, including new Medicaid rules 2. Functionality to support ACA 3. Integration with K-MED 4. Enhancements 5. Build-out of the Business Intelligence Services 6. Self-Service Portal 7. PE Portal 	Month 47 July 2015
Phase 3 – FNS Pilot	Pilot of Non-Medical	<ol style="list-style-type: none"> 1. Deployment of Production Hardware 	Month 52 December

	Functionality	2. Deployment of Phase 3 Code 3. Conversion of data from legacy systems	2015
Phase 3 – Implementation	Full Deployment of KEES Non-Medical Functionality	1. Deployment of functionality for SNAP, TANF, Child Care, Foster Care and other PPS programs 2. Self-Service Portal 3. Integration to EBT provider	Month 55 March 2016

B. Section 3.1, Project Phases, of the KEES DCF Statement of Work is hereby replaced in its entirety with the following:

3.1 Project Phases

3.1.1 Phase 3 FNS Pilot

Per the Food and Nutrition Services (FNS) guidance, a pilot of KEES is required prior to implementation of SNAP functionality. The Phase 3 FNS Pilot ("Pilot") will be a three (3) month pilot effort starting in December 2015. The Pilot will be partially run in conjunction with Phase 3 User Acceptance Testing.

The Pilot will deploy the Phase 3 code along with a full current conversion that will be made available to Pilot participants.

The following are the key activities that will take place to set-up, operate and decommission the Pilot.

Full Conversion and Production Code Deployment – The Conversion team will complete a current mock conversion checklist and convert data (including the data warehouse) into the pilot environment. A validation of the conversion will be performed prior to staff accessing the Pilot environment. The Technology Architecture team will support this effort and take appropriate actions to protect the data.

Field Support – Accenture will not provide personnel in the field to support the Pilot, however there will be a designated point of contact for questions from DCF.

Pilot Monitoring/Reporting/Support – The Test team will include two individuals to support research and triage the issues and any resulting defects from the Pilot and report to leadership daily as to the status of the Pilot, using similar processes as test. The team will monitor and track status, support break/fix and run batch and print/mail jobs per normal testing procedures. Periodic defect

remediation code releases are included, with emergency patches to be discussed and mutually agreed upon to facilitate a successful Pilot.

Pilot Operations –Support including break/fix is included in the Pilot. Monitoring of the Pilot environment will take place Monday through Friday during business hours during the Pilot period consistent with other development / test environments.

PMO – Support for the Pilot will be provided by the Accenture Delivery Lead and the PMO to track progress and support reporting efforts.

During the pilot the following key activities are expected to be performed or be available:

1. Security including OIM deployment
2. Daily Batch execution
3. Defect discovery and remediation
4. Interfaces (test environments, with validation processes)
5. Print/Mail Testing
6. Data Warehouse and Reporting
7. Help desk (for testing/validation purposes only)
8. MPI
9. GoldenGate
10. Daily Status Meetings and escalation processes

Decommissioning – At the conclusion of the pilot, the environment will be decommissioned and 'reset' in preparation for the implementation.

3.1.2 Phase 3: DCF – KEES Implementation

Listed below are the high-level work efforts that are In Scope for Phase 3. This phase includes the following: Project Management continued Business Process Reengineering/Improvement, Technical Architecture and Infrastructure, Content Management (including Document Conversion), Eligibility and Benefits Administration System, Business Intelligence Services and Low Income Energy Assistance Program (LIEAP). It should be noted that Phase 1, which includes only Business Process Reengineering/Improvement DCF – KEES Implementation work, is KDHE KEES scope associated with the Self Service Portal (SSP) and Presumptive Eligibility (PE).

3.1.2.1 Project Management

Project Management will include planning, controlling, and reporting the work; identifying, tracking, and resolving problems and issues; and leading the project in cooperation with the State's Project Director and staff. Other activities would include conducting project initiation, arranging and conducting status meetings, managing the quality reviews, and developing and implementing the issue and risk management programs. Accenture will work to maintain a cooperative working relationship with State staff and the State's Independent Validation and Verification Vendor (IV&V) on an ongoing daily basis to design, develop, implement, maintain, and operate a system that meets the required specifications.

Our approach to performing the activities surrounding Project Management involves leveraging the PMO established by the KDHE KEES project and adding additional focus on quality. Our Project Manager is supported by a PMO Lead focused on working with your PMO and IV&V to track quality metrics and overall team performance.

3.1.2.2 Business

Business activities and tasks are necessary to plan and prepare for DCF deployment of change management staff. We are using the broad term “Change Management” to include the activities of Business Process Reengineering, Business Process Improvement, as well as the plans, communications and activities necessary to get your staff ready for the new processes that accompany the integrated KEES System.

Perform Business Process Reengineering (BPR)/Business Process Improvement (BPI)

Using a six-step method to conducting business process improvements for the DCF KEES project, Accenture will provide the appropriate staff with Business Process Improvement expertise (during the initial window in the project) to research, evaluate, and identify new business processes.

Accenture will provide a staff person familiar with the proposed eligibility system to work with this team in:

- Helping to identify a plan of implementation of the new business processes.
- Working with DCF to establish and maintain a model business process office.
- Aiding the state in the rollout of these new processes, training, education, and any other aspects of successfully transitioning the organization to the new business processes.

3.1.2.3 Technical Architecture and Infrastructure

The Technical Architecture and Infrastructure activities are intended to extend the KDHE KEES architecture and scale it appropriately for the increased caseloads of DCF KEES. They will include the activities and tasks to deploy the infrastructure, equipment, and software for the integrated KEES system. These tasks would follow a methodology that includes the processes necessary to analyze the equipment and software requirements, development of the software and equipment, development and implementation of the security, management of the procurement process for hardware and software, as well as the technical architecture support to design, build, test and deploy KEES.

Our approach to performing the activities surrounding the Technical Architecture and Infrastructure activities involves leveraging the technical teams and resources that already exist for the KDHE KEES project. The Tech Arch resources assigned to KEES will be focused on adapting the architecture and infrastructure to DCF needs rather than starting from scratch.

3.1.2.4 *Content Management*

Accenture's Content Management solution will be to build on capabilities in the existing APSP to provide a more robust solution supporting cohesive integration with the APSP Portal application and enhanced workflow capabilities. The solution will allow the State to scan documents and process images electronically. It will give DCF users the ability to store and retrieve case related documents electronically, and view the stored images online from within the KEES System.

Accenture's approach to performing the activities surrounding Content Management involves leveraging the deep expertise of our teaming partner, Perceptive. Based in Kansas and experienced with public sector ECM implementations, Perceptive is well equipped to rapidly develop and deploy the standalone imaging solution. We will work with our Perceptive partners to integrate the interim solution into the Eligibility and Web Portal systems. At that point, all appropriate KEES users will be able to benefit from ongoing ECM capabilities.

3.1.2.5 *Document Conversion*

Historically scanned and imaged documents (i.e., content) will be converted from the legacy system to the DCF – KEES solution by an external contractor and is not part of the Accenture scope. Accenture will, however, provide the correct file format to the external vendor so the historical documents can easily be consumed/converted by the Image now, and put the "Client" on a server, a desktop, or both based on what works best for the document conversion work effort.

3.1.2.6 *Eligibility and Benefits Administration System*

Eligibility and Benefits Administration includes the incremental modifications to the KEES solution to meet the DCF KEES functional, technical, conversion and interface requirements.

Our approach to performing the activities surrounding Eligibility System and Web Portal involves leveraging the large development team that exists for the KEES project while enhancing it with additional functional and technical resources. Accenture will add developers focused on development of the Eligibility System, Interfaces, Data Conversion as well as System Testing and Training so that the DCF KEES project is well represented in the combined team.

3.1.2.7 *Business Intelligence Services and Reporting*

Business Intelligence Services and Reporting involves the activities and tasks necessary to implement the KEES Business Intelligence Services architecture for the DCF KEES Project for use by DCF decision makers. As we perform the Design for DCF KEES, we will confirm that adequate storage for the incremental case load increase for DCF cases has been defined in the plan. The modifications to the KEES Business Intelligence Services design will primarily be driven by the programmatic changes for the DCF-specific programs.

Our approach to performing the activities surrounding Business Intelligence Services and Reporting involves leveraging the reporting capabilities of the KEES team with additional resources from Accenture Analytics and our San Antonio Development Center. In this way, we will make use of existing skills and capabilities while bringing additional Business Intelligence Services and Reporting experience.

3.1.2.8 LIEAP

Phase 3 will also include the implementation of the Low Income Energy Assistance Program (LIEAP). This implementation will help eligible households pay for a portion of their home energy costs by providing an annual benefit. The solution will consist of registering clients, determining a client's eligibility and benefit amount, processing a payment, as well as maintaining and updating information about vendors.

3.1.3 Ongoing Operations

Accenture will provide Operations services following implementation of DCF Functionality to be delivered as KEES Phase 3. For planning and pricing purposes, the DCF Functionality is planned for implementation in March 2016. Operations services and billings will begin in March 2016 and run through the end of the term of the Original Agreement (August 2021). In the event that Phase 3 is delivered sooner, Accenture and DCF will mutually agree to add corresponding monthly charges via a future amendment. In the event Phase 3 is delivered later, Accenture and DCF will mutually agree to remove corresponding monthly charges via a future amendment. As an alternative approach, DCF and Accenture may mutually agree to use the monthly charges towards additional Change Request capacity.

DCF and Accenture agree to start Pre-Implementation Operations Support three (3) months prior to Phase 3 go-live to facilitate transition for Phase 3. Pre-Implementation Operations Support billings will start in December 2015 and run through February 2016.

Accenture will provide Operations services consistent with the agreed upon Operations services contained in the KDHE and DCF Statements of Work agreed upon with this Twentieth Amendment. The following assumptions are made in relation to the level of support provided by the Accenture Operations team related to all KEES functionality:

Description	DCF	KDHE	Total
Number Of Users	1500	2000	3500
Number of Active Users	1125	1500	2625
Number of Ticket Raised/Year by Active Users	6	6	12
Total Tickets based on Active Users (Active Users *tickets)	6,750	9,000	15750

per year)			
Number of Tickets for L2 Support	2025	3600	5625
L3 tickets as a % of L2 Tickets	15%	15%	15%
Number of Level 3 Tickets	304	566	870
Number of FTE Required for Level 2 and L3 Support	7.8	13.9	21.7
RICEFW Support			
Number of Interfaces			
Simple	23	6	29
Medium	9	34	43
Complex	14	9	23
Number of extensions or eScripts			
Simple	10	313	323
Medium	0	57	57
Complex	38	0	38
Number of Reports/Forms/Views			
Simple	252	0	252
Medium	170	300	470
Complex	16	60	76
Number of Workflows			
Simple	28	0	28
Medium	5	19	24
Complex	4	14	18
Additional FTE support	0	1	1
Number of FTE/year required for RICEFW support	3.1	6.1	9.2
Technical Application Support			
Number of Development Environment	1	6	7
Number of Production Environment	0	1	1

Number of FTE required for Environment support	0.7	3.2	3.9
Total FTE required for KEES AO Support	11.6	23.2	34.8

C. The paragraph under the heading Section 4.0, Project Staffing of the KEES DCF Statement of Work is hereby deleted in its entirety.

D. Section 4.1, Accenture Staffing of the KEES DCF Statement of Work is hereby amended, in part, to state the following:

In Amendment 16 to the KEES Contract, KDHE contracted with Accenture for Operations support. Post Phase 3, DCF also requires Operations support. Using a combined team, Accenture will support KEES during the Operations Phase for both Medical and non-Medical functionality. Accenture will provide the staff described below to maintain the KEES functionality in order to meet the defined Service Level Agreements. Accenture will provide the following staffing levels in each location for the remaining term of the KEES Contract (through August 2021):

- Topeka, Kansas – 7 FTEs for Operations and 3 FTEs for Application Development
- Austin, TX – 17 FTEs for Operations and 5 FTEs for Application Development
- India Delivery Center – 20 FTEs for Application Development

E. The Recurring Payments Table in Section 5.0, Deliverable Schedule, is hereby amended to add the following line item to the monthly payment schedule to reflect monies to be paid to Accenture as a result of the additional work assigned to Accenture under this Seventeenth Amendment. The statement "No further service recurring payments after Month 33" is deleted.

	Fiscal Year:	Month:	FY2012	FY2012	FY2012	FY2012	FY2012	FY2012	FY2012	FY2012
			1	2	3	4	5	6	7	8
	Workback	Payable	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12
Monthly PMO Billings	N	\$1,670,504	\$90,575	\$77,426	\$80,370	\$80,370	\$80,370	\$80,277	\$75,645	\$75,645
Service Delivery Billings	N	\$1,389,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	N	\$2,315,271	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-30 Developers	N	\$449,354	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-25 Interface Changes	N	\$504,286	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-48 Child Care Enhancements	N	\$501,005	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-49 Work Programs Enhancements	N	\$496,897	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-66 Interface Changes	N	\$104,248	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	N	\$140,439	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	N	\$23,228	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	N	\$97,025	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	N	\$149,526	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-86 Requirements Trade	Y	\$21,840	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-96 DCF One Note Conversion	N	\$61,350	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	N	\$950,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	N	\$1,022,481	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	N	\$1,500,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	N	\$950,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	N	\$15,432,728	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Help Desk (Amendment 20)	N	\$1,631,706	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
DCF Non-Deliverable Billings		\$29,310,887	\$90,675	\$77,426	\$80,370	\$80,370	\$80,370	\$80,277	\$75,645	\$75,645

Contract #36075
Amendment #20

	FY2017	FY2017	FY2017	FY2017	FY2017	FY2017	FY2017	FY2017	FY2017	FY2017
	1	10	11	12	13	14	15	16	17	18
Billing Category	Mar-17	Jul-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Monthly PMO Billings	\$75,645	\$65,675	\$65,675	\$65,675	\$65,675	\$66,392	\$66,392	\$66,392	\$68,359	\$68,345
Service Delivery Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	\$137,412	\$137,412	\$137,412	\$140,023	\$140,023	\$140,023	\$140,023	\$140,023	\$140,023	\$140,023
CR-30 Developers	\$0	\$0	\$0	\$0	\$31,957	\$31,957	\$31,957	\$31,957	\$31,957	\$31,957
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$126,072	\$126,072	\$126,071	\$126,071
CR-48 Child Care Enhancements	\$0	\$0	\$0	\$0	\$80,663	\$80,663	\$41,204	\$41,204	\$34,757	\$21,890
CR-49 Work Programs Enhancements	\$0	\$0	\$0	\$0	\$0	\$54,910	\$54,910	\$54,910	\$54,910	\$73,185
CR-66 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$52,124
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$39,624	\$39,624
CR-86 Requirements Trade	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,640
CR-96 DCF One Note Conversion	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Help Desk (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
DCF Non-Deliverable Billings	\$213,057	\$203,087	\$203,087	\$205,698	\$318,317	\$373,945	\$460,658	\$460,658	\$495,701	\$556,859

	FY2013	FY2013	FY2013	FY2013	FY2013	FY2013	FY2013	FY2013	FY2013	FY2013
	19	20	21	22	23	24	25	26	27	28
Billing Category	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Monthly PMO Billings	\$68,345	\$68,345	\$68,345	\$10,042	\$10,042	\$10,042	\$10,042.00	\$10,401	\$0	\$0
Service Delivery Billings	\$0	\$0	\$0	\$112,745	\$112,745	\$112,745	\$112,745.00	\$117,299	\$117,299	\$117,299
CR-23 Developers	\$140,023	\$140,023	\$140,023	\$140,023	\$140,023	\$142,683	\$80,076.00	\$0	\$0	\$0
CR-30 Developers	\$31,957	\$31,957	\$31,957	\$20,218	\$20,218	\$20,218	\$20,218.00	\$20,218	\$20,218	\$20,218
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00	\$0	\$0	\$0
CR-48 Child Care Enhancements	\$39,335	\$39,335	\$57,610	\$50,366	\$11,354	\$1,312	\$1,312.00	\$0	\$0	\$0
CR-49 Work Programs Enhancements	\$73,184	\$48,663	\$36,177	\$36,177	\$9,872	\$0	\$0.00	\$0	\$0	\$0
CR-66 Interface Changes	\$52,124	\$0	\$0	\$0	\$0	\$0	\$0.00	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$39,780	\$55,049	\$45,610	\$0	\$0	\$0	\$0.00	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$9,885	\$13,343	\$0	\$0	\$0	\$0.00	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$50,237	\$36,530	\$10,259	\$0	\$0	\$0	\$0.00	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$39,624	\$30,653	\$0	\$0	\$0	\$0	\$0.00	\$0	\$0	\$0
CR-86 Requirements Trade	\$3,640	\$3,640	\$3,640	\$3,640	\$3,640	\$0	\$0.00	\$0	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0	\$23,280	\$20,315	\$11,850	\$5,925.00	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$58,406.40	\$58,406.40	\$10,834.56	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0.00	\$0	\$0	\$0	\$0
Help Desk (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0.00	\$0	\$0	\$0	\$0
DCF Non-Deliverable Billings	\$538,249	\$464,080	\$406,964	\$396,471	\$328,209	\$298,860	\$288,724.40	\$206,324.40	\$148,361.66	\$137,617

	FY2014	FY2014	FY2014	FY2014	FY2014	FY2014	FY2015	FY2015	FY2015	FY2015
	29	30	31	32	33	34	35	36	37	38
Billing Category	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
Monthly PMO Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Service Delivery Billings	\$117,299	\$117,317	\$117,317	\$117,317	\$116,874	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-30 Developers	\$20,218	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-48 Child Care Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-49 Work Programs Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-66 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-86 Requirements Trade	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$205,588.16	\$205,588.16	\$205,588.16	\$205,588.16	\$205,588.16
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Help Desk (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
DCF Non-Deliverable Billings	\$137,616	\$117,317	\$117,317	\$117,317	\$116,874	\$0	\$205,588.16	\$205,588.16	\$205,588.16	\$205,588.16

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	FY2015	FY2015	FY2015	FY2015	FY2015	FY2015	FY2015	FY2015	FY2015	FY2015
	20	40	41	42	43	44	45	46	47	48
Billing Category	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
Monthly PMO Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Service Delivery Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-30 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-48 Child Care Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-49 Work Programs Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-66 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-86 Requirements Trade	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$127,811
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Help Desk (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
DCF Non-Deliverable Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$127,811

	FY2015	FY2016	FY2016	FY2016	FY2016	FY2016	FY2016	FY2016	FY2016	FY2016
	49	50	51	52	53	54	55	56	57	58
Billing Category	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Monthly PMO Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Service Delivery Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-30 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-48 Child Care Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-49 Work Programs Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-66 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-86 Requirements Trade	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$127,810	\$127,810	\$127,810	\$127,810	\$127,810	\$127,810	\$127,810	\$127,810	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$500,000	\$500,000	\$500,000	\$500,000	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$500,000	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$184,405	\$184,407	\$184,407	\$184,407
Help Desk (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$19,478	\$19,478	\$19,478	\$19,478
DCF Non-Deliverable Billings	\$127,810	\$127,810	\$127,810	\$627,810	\$627,810	\$627,810	\$1,281,691	\$203,885	\$203,885	\$203,885

	FY2017	FY2017	FY2017	FY2017	FY2017	FY2017	FY2017	FY2017	FY2017	FY2017
	59	60	61	62	63	64	65	66	67	68
Billing Category	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Monthly PMO Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Service Delivery Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-30 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-48 Child Care Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-49 Work Programs Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-66 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-86 Requirements Trade	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$184,407	\$184,407	\$184,407	\$184,407	\$184,388	\$184,388	\$184,388	\$184,388	\$234,880	\$234,880
Help Desk (Amendment 20)	\$19,478	\$19,478	\$19,478	\$19,478	\$19,497	\$19,497	\$19,497	\$19,497	\$24,837	\$24,837
DCF Non-Deliverable Billings	\$203,885	\$203,885	\$203,885	\$203,885	\$203,885	\$203,885	\$203,885	\$203,885	\$259,717	\$259,717

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	FY2017	FY2017	FY2018	FY2018	FY2018	FY2018	FY2018	FY2018	FY2018	FY2018
	70	71	72	73	74	75	76	77	78	
Billing Category	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Monthly PMO Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Service Delivery Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-30 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-48 Child Care Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-49 Work Programs Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-66 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-86 Requirements Trade	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$234,880	\$234,880	\$234,880	\$234,880	\$234,880	\$234,880	\$239,578	\$239,578	\$239,578	\$239,578
Help Desk (Amendment 20)	\$24,837	\$24,837	\$24,837	\$24,837	\$24,837	\$24,837	\$25,333	\$25,333	\$25,333	\$25,333
DCF Non-Deliverable Billings	\$259,717	\$259,717	\$259,717	\$259,717	\$259,717	\$259,717	\$264,911	\$264,911	\$264,911	\$264,911

	FY2018	FY2018	FY2018	FY2018	FY2018	FY2018	FY2018	FY2018	FY2018	FY2018
	79	80	81	82	83	84	85	86	87	88
Billing Category	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Monthly PMO Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Service Delivery Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-30 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-48 Child Care Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-49 Work Programs Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-66 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-86 Requirements Trade	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$239,578	\$239,578	\$239,578	\$239,578	\$239,578	\$239,578	\$239,578	\$239,578	\$244,370	\$244,370
Help Desk (Amendment 20)	\$25,333	\$25,333	\$25,333	\$25,333	\$25,333	\$25,333	\$25,333	\$25,333	\$25,840	\$25,840
DCF Non-Deliverable Billings	\$264,911	\$264,911	\$264,911	\$264,911	\$264,911	\$264,911	\$264,911	\$264,911	\$270,210	\$270,210

	FY2019	FY2019	FY2019	FY2019	FY2019	FY2019	FY2020	FY2020	FY2020	FY2020
	89	90	91	92	93	94	95	96	97	98
Billing Category	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
Monthly PMO Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Service Delivery Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-30 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-48 Child Care Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-49 Work Programs Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-66 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-86 Requirements Trade	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$244,370	\$244,370	\$244,370	\$244,370	\$244,370	\$244,370	\$244,370	\$244,370	\$244,370	\$244,370
Help Desk (Amendment 20)	\$25,840	\$25,840	\$25,840	\$25,840	\$25,840	\$25,840	\$25,840	\$25,840	\$25,840	\$25,840
DCF Non-Deliverable Billings	\$270,210	\$270,210	\$270,210	\$270,210	\$270,210	\$270,210	\$270,210	\$270,210	\$270,210	\$270,210

**Contract #36075
Amendment #20**

	FY2020	FY2020	FY2020	FY2020	FY2020	FY2020	FY2020	FY2020	FY2020	FY2021
	99	101	103	102	103	104	105	106	107	108
Billing Category	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Monthly PMO Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Service Delivery Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-30 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-48 Child Care Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-49 Work Programs Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-66 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-86 Requirements Trade	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$249,257	\$249,257	\$249,257	\$249,257	\$249,257	\$249,257	\$249,257	\$249,257	\$249,257	\$249,257
Help Desk (Amendment 20)	\$26,357	\$26,357	\$26,357	\$26,357	\$26,357	\$26,357	\$26,357	\$26,357	\$26,357	\$26,357
DCF Non-Deliverable Billings	\$275,614	\$275,614	\$275,614	\$275,614	\$275,614	\$275,614	\$275,614	\$275,614	\$275,614	\$275,614

	FY2021	FY2021	FY2021	FY2021	FY2021	FY2021	FY2021	FY2021	FY2021	FY2021
	109	110	111	112	113	114	115	116	117	118
Billing Category	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Monthly PMO Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Service Delivery Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-23 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-30 Developers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-25 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-48 Child Care Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-49 Work Programs Enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-66 Interface Changes	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-86 Requirements Trade	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Amendment 17 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Operations (Amendment 20)	\$249,257	\$249,257	\$254,242	\$254,242	\$254,242	\$254,242	\$254,242	\$254,242	\$254,242	\$254,242
Help Desk (Amendment 20)	\$26,357	\$26,357	\$26,884	\$26,884	\$26,884	\$26,884	\$26,884	\$26,884	\$26,884	\$26,884
DCF Non-Deliverable Billings	\$275,614	\$275,614	\$281,126	\$281,126	\$281,126	\$281,126	\$281,126	\$281,126	\$281,126	\$281,126

	FY2022	FY2022
	119	120
Billing Category	Jul-21	Aug-21
Monthly PMO Billings	\$0	\$0
Service Delivery Billings	\$0	\$0
CR-23 Developers	\$0	\$0
CR-30 Developers	\$0	\$0
CR-25 Interface Changes	\$0	\$0
CR-48 Child Care Enhancements	\$0	\$0
CR-49 Work Programs Enhancements	\$0	\$0
CR-66 Interface Changes	\$0	\$0
CR-72 Reviews, Change Reporting - Generate Form	\$0	\$0
CR-75 Case Name, Primary Applicant/Payee Functionality	\$0	\$0
CR-77 Automatically Create EBT Holders	\$0	\$0
CR-79 Inclusion of TOP in Conversion Scope	\$0	\$0
CR-86 Requirements Trade	\$0	\$0
CR-96 DCF One Note Conversion	\$0	\$0
Amendment 17 Billings	\$0	\$0
30,000 Hours Monthly Billings (Amendment 20)	\$0	\$0
Phase 3 Pre-Implementation Operations Support (Amendment 20)	\$0	\$0
Phase 3 FNS Pilot (Amendment 20)	\$0	\$0
Ongoing Operations (Amendment 20)	\$254,242	\$254,242
Help Desk (Amendment 20)	\$26,884	\$26,884
DCF Non-Deliverable Billings	\$281,126	\$281,126

Total Summary		
DCF Deliverables		\$20,328,067.28
DCF Non Deliverables		\$29,310,887.00
Total		\$49,638,954.28

F. The Deliverables table in Section 5.0, Deliverables Schedule, of the KEES DCF Statement of Work is hereby replaced in its entirety with the following:

DCF Number	DCF Deliverable Name	Deliverable Due Date	Current Deliverable Price	Additional Billings (Per Amendment 20)	Deliverable Price (Per Amendment 20)
1	Project Management Plan	9/29/2011	\$80,235.00	\$0.00	\$80,235.00
2	Work Plan Management and Time Reporting Plan	9/29/2011	\$64,188.00	\$0.00	\$64,188.00
3	Detailed Project Plan (KITO Approved)	10/11/2011	\$128,376.00	\$0.00	\$128,376.00
4	Facility Management Plan	11/10/2011	\$112,329.00	\$0.00	\$112,329.00
5	Communications Plan	10/28/2011	\$112,329.00	\$0.00	\$112,329.00
6	Risk Management and Issues Management Plan	9/29/2011	\$96,282.00	\$0.00	\$96,282.00
7	Configuration Management Plan	10/17/2011	\$144,423.00	\$0.00	\$144,423.00
8	Knowledge Transfer Plan	5/28/2012	\$208,610.00	\$0.00	\$208,610.00
9	Interface Plan, Standards and Layouts (P2)	11/30/2011	\$850,489.00	\$0.00	\$850,489.00
10	Reports and Business Intelligence Plan (P2)	12/20/2011	\$946,771.00	\$0.00	\$946,771.00
11	Interface Standards and Layouts (for Agencies and Business Partners) (P2)	n/a	\$0.00	\$0.00	\$0.00
12	Requirements Validation Document (P1 & P2)	11/29/2011	\$561,643.00	\$0.00	\$561,643.00
13	Business Intelligence and Reporting Plan	n/a	\$0.00	\$0.00	\$0.00
14	Enterprise Readiness Plan (P2)	11/1/2012	\$693,972.00	\$0.00	\$693,972.00
15	Conversion Plan (P2)	2/7/2012	\$914,676.00	\$0.00	\$914,676.00
16	Application Code and Unit Test (R2.0)	12/18/2012	\$451,000.00	\$0.00	\$451,000.00
17	Continuity of Operations Plan (P2)	4/27/2012	\$240,704.00	\$0.00	\$240,704.00
18	Training Plan (P2)	1/25/2012	\$440,704.00	\$0.00	\$440,704.00
19	Capacity and Performance Plan (P2)	3/14/2012	\$465,362.00	\$0.00	\$465,362.00
20	Training Materials (P2) R2.0	2/22/2012	\$226,228.00	\$0.00	\$226,228.00
21	Deployment/Rollout Plan (P2)	6/6/2013	\$353,033.00	\$0.00	\$353,033.00
22	User Acceptance Test Plan (P2/P3)	6/17/2013	\$315,362.00	\$0.00	\$315,362.00
23	Online User Guide (P2)	7/8/2013	\$240,704.00	\$0.00	\$240,704.00
24	Operating Procedures Guide (P2)	10/9/2012	\$304,657.00	\$0.00	\$304,657.00
25	Tables and Rules User Guide (P2)	1/16/2014	\$125,000.00	\$0.00	\$125,000.00
26	Data Conversion Dry-Run (P2)	9/20/2013	\$211,050.00	\$0.00	\$211,050.00

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DCF Number	DCF Deliverable Name	Deliverable Due Date	Current Deliverable Price	Additional Billings (Per Amendment 20)	Deliverable Price (Per Amendment 20)
27	Knowledge Transfer Scorecards (Completed Phase 2 Personnel Assessments)	7/29/2013	\$111,400.00	\$0.00	\$111,400.00
28	Performance Test (P2)	8/30/2013	\$189,012.00	\$0.00	\$189,012.00
29	Training Delivery Complete (P2)	10/15/2013	\$211,050.00	\$0.00	\$211,050.00
30	Detailed System Design (DSD) (P2)	8/31/2012	\$465,362.00	\$0.00	\$465,362.00
31	Pilot Deployment (P2.5)	5/29/2014	\$151,172.00	\$0.00	\$151,172.00
32	Pilot Acceptance (P2.5)	7/29/2014	\$245,330.00	\$0.00	\$245,330.00
33	System Test Plan (P2/P3)	11/5/2012	\$666,467.00	\$0.00	\$666,467.00
34	Continuity of Operations Exercise (P2)	6/9/2014	\$261,220.00	\$0.00	\$261,220.00
35	System Test Results (P2)	8/30/2013	\$248,324.00	\$0.00	\$248,324.00
36	Detailed System Design (DSD) (P3a) (Deferred Scope)	12/20/2013	\$326,147.00	\$0.00	\$326,147.00
37	LIEAP System Test Plan	n/a	\$0.00	\$0.00	\$0.00
38	User Acceptance Testing Results and Resolutions Document (P3)	1/25/2016	\$332,384.00	\$383,430.00	\$715,814.00
39	LIEAP Application Deployment	n/a	\$0.00	\$0.00	\$0.00
40	LIEAP System Acceptance	n/a	\$0.00	\$0.00	\$0.00
41	LIEAP System Design	10/24/2012	\$246,309.00	\$0.00	\$246,309.00
42	Virtual Call Center Deployment	n/a	\$0.00	\$0.00	\$0.00
43	Organization Design for Virtual Contact Center	n/a	\$0.00	\$0.00	\$0.00
44	Virtual Call Center Detailed System Design	n/a	\$0.00	\$0.00	\$0.00
45	Virtual Call Center System Test Plan	n/a	\$0.00	\$0.00	\$0.00
46	Virtual Call Center System Acceptance	n/a	\$0.00	\$0.00	\$0.00
47	Virtual Contact Center System Documentation and Knowledge Transfer	n/a	\$0.00	\$0.00	\$0.00
48	BPR Assessment	10/14/2011	\$553,846.00	\$0.00	\$553,846.00
49	BPR Plan	11/14/2011	\$692,308.00	\$0.00	\$692,308.00
50	BPR Implementation Pilot	12/12/2011	\$553,846.00	\$0.00	\$553,846.00
51a	Office 2 BPR Planning Session	1/17/2012	\$34,615.40	\$0.00	\$34,615.40
51b	Office 3 BPR Planning Session	1/17/2012	\$34,615.40	\$0.00	\$34,615.40
51c	Office 4 BPR Planning Session	1/17/2012	\$34,615.40	\$0.00	\$34,615.40
51d	Office 5 BPR Planning Session	1/24/2012	\$34,615.40	\$0.00	\$34,615.40
51e	Office 6 BPR Planning Session	1/24/2012	\$34,615.40	\$0.00	\$34,615.40
51f	Office 2 BPR Implementation	2/21/2012	\$34,615.40	\$0.00	\$34,615.40
51g	Office 3 BPR Implementation	5/1/2012	\$34,615.40	\$0.00	\$34,615.40
51h	Office 4 BPR Implementation	2/28/2012	\$34,615.40	\$0.00	\$34,615.40

**Contract #36075
Amendment #20**

DCF Number	DCF Deliverable Name	Deliverable Due Date	Current Deliverable Price	Additional Billings (Per Amendment 20)	Deliverable Price (Per Amendment 20)
51i	Office 5 BPR Implementation	3/13/2012	\$34,615.40	\$0.00	\$34,615.40
51j	Office 6 BPR Implementation	3/13/2012	\$34,615.40	\$0.00	\$34,615.40
52a	Office 7 BPR Planning Session	1/24/2012	\$34,615.40	\$0.00	\$34,615.40
52b	Office 8 BPR Planning Session	1/24/2012	\$34,615.40	\$0.00	\$34,615.40
52c	Office 9 BPR Planning Session	2/28/2012	\$34,615.40	\$0.00	\$34,615.40
52d	Office 10 BPR Planning Session	2/28/2012	\$34,615.40	\$0.00	\$34,615.40
52e	Office 11 BPR Planning Session	2/28/2012	\$34,615.40	\$0.00	\$34,615.40
52f	Office 7 BPR Implementation	3/27/2012	\$34,615.40	\$0.00	\$34,615.40
52g	Office 8 BPR Implementation	3/27/2012	\$34,615.40	\$0.00	\$34,615.40
52h	Office 9 BPR Implementation	4/10/2012	\$34,615.40	\$0.00	\$34,615.40
52i	Office 10 BPR Implementation	4/10/2012	\$34,615.40	\$0.00	\$34,615.40
52j	Office 11 BPR Implementation	4/24/2012	\$34,615.40	\$0.00	\$34,615.40
53a	Office 12 BPR Planning Session	2/28/2012	\$34,615.38	\$0.00	\$34,615.38
53b	Office 13 BPR Planning Session	3/20/2012	\$34,615.38	\$0.00	\$34,615.38
53c	Office 14 BPR Planning Session	3/20/2012	\$34,615.38	\$0.00	\$34,615.38
53d	Office 15 BPR Planning Session	3/20/2012	\$34,615.38	\$0.00	\$34,615.38
53e	Office 12 BPR Implementation	4/24/2012	\$34,615.38	\$0.00	\$34,615.38
53f	Office 13 BPR Implementation	5/8/2012	\$34,615.38	\$0.00	\$34,615.38
53g	Office 14 BPR Implementation	5/22/2012	\$34,615.00	\$0.00	\$34,615.00
53h	Office 15 BPR Implementation	5/29/2012	\$34,615.00	\$0.00	\$34,615.00
54	Rules Design (P2)	9/21/2012	\$247,684.00	\$0.00	\$247,684.00
55	Security Design (P2)	11/21/2012	\$420,244.00	\$0.00	\$420,244.00
56	Workflow Design (P2)	12/5/2012	\$420,244.00	\$0.00	\$420,244.00
57	NOA Design (P2)	11/30/2012	\$259,717.00	\$0.00	\$259,717.00
58	No Touch Design (P2)	12/3/2012	\$0.00	\$0.00	\$0.00
59	Forms Design (P2)	12/4/2012	\$302,050.00	\$0.00	\$302,050.00
60	Application Code and Unit Test - R2.1	2/22/2013	\$124,261.00	\$0.00	\$124,261.00
61	Training Materials (P2) R2.1	4/29/2013	\$136,622.00	\$0.00	\$136,622.00
62	Application Code and Unit Test - R2.2	4/26/2013	\$116,989.00	\$0.00	\$116,989.00
63	Training Materials (P2) R2.2	5/20/2013	\$142,025.00	\$0.00	\$142,025.00
64	Continuity of Operations Plan (P2 Update/P3)	7/8/2013	\$76,424.00	\$0.00	\$76,424.00
65	User Acceptance Testing Results and Resolutions Document (P2)	10/4/2013	\$156,230.00	\$0.00	\$156,230.00
66	Requirements Validation Document (P3a) (Deferred Scope)	6/28/2013	\$245,085.00	\$0.00	\$245,085.00

DCF Number	DCF Deliverable Name	Deliverable Due Date	Current Deliverable Price	Additional Billings (Per Amendment 20)	Deliverable Price (Per Amendment 20)
67	System Test Results(P3a) (Deferred Scope)	12/15/15	\$192,817.00	\$383,430.00	\$576,247.00
68	Technical Designs (P2)	10/15/2012	\$300,000.00	\$0.00	\$300,000.00
69A	Interface Designs (P2) - Part A	10/19/2012	\$150,000.00	\$0.00	\$150,000.00
69B	Interface Designs (P2) - Part B	6/28/2013	\$50,000.00	\$0.00	\$50,000.00
69C	Interface Designs (P2) - Part C (FFM only)	9/27/2013	\$0.00	\$0.00	\$0.00
70	Reports Designs (P2)	11/30/2012	\$200,000.00	\$0.00	\$200,000.00
71	Treasury Offset Program Design (P2)	11/20/2012	\$0.00	\$0.00	\$0.00
72	Journal Designs (P2)	10/12/2012	\$0.00	\$0.00	\$0.00
73	Work Programs	1/22/2013	\$0.00	\$0.00	\$0.00
74	Case Name, Primary Applicant/Payee Functionality (CR-75)	2/26/2013	\$0.00	\$0.00	\$0.00
75	Application Deployment (P2.6)	7/6/2015	\$151,171.00	\$0.00	\$151,171.00
76	System Acceptance (P2.6)	9/7/2015	\$245,330.00	\$0.00	\$245,330.00
77	Application Deployment (P3.0)	3/7/2016	\$0.00	\$460,117.00	\$460,117.00
78	System Acceptance (P3.0)	5/7/2016	\$0.00	\$306,744.00	\$306,744.00
Current Total Deliverable Billings			\$18,448,427.28	\$1,533,721.00	\$19,982,148.28
CR-186 Billings			\$345,919.00	\$0.00	\$345,919.00
Total Deliverable Billings (Non-Monthly Billings)			\$18,794,346.28	\$1,533,721.00	\$20,328,067.28
Money moved to Monthly Billings in CR-86			\$21,840.00	\$0.00	\$21,840.00
Total Billings Subject To Retainage			\$18,816,186.28	\$1,533,721.00	\$20,349,907.28

The additional billings tied to DCF Deliverables 38, 67, 77 and 78 are tied to an additional 30,000 hours of effort that Accenture has agreed to provide to DCF for use against Change Orders. Monthly billings, also tied to the 30,000 hours, are outlined in the Recurring Payments Table in Section 5.0, Deliverables of this DCF SOW. The 30,000 hours will be governed by the same processes and procedures as the 60K/year Enhancement hours provided under the Exhibit H of the Original Agreement and will be tracked by the KEES PMO.

The 30,000 hours are available for use from the time that this Twentieth Amendment is fully executed until the date of Phase 3 Implementation. They may be applied to previously approved Change Requests (CRs) that have not yet been included in an amendment to the Original Agreement.

It is expected that all hours will be allocated to approved CRs by the Phase 3 Implementation date. Some CRs may be delivered after the Phase 3 Implementation date as agreed by the Change Control Board. If the total hours have not been fully allocated by the time of Phase 3 Implementation, Accenture and the State will agree on how best to accommodate the situation at that time. While no hours will be forfeited, the value may be exchanged through a change order for other items of value or future services.

G. The Retainage Payments table within Section 5.0, Deliverables Schedule of the KEES DCF Statement of Work is hereby amended in its entirety as follows:

Retainage Payment #	Estimated Retainage Payment Invoice Date	Original Retainage Payment Amount	New Retainage Payment Amount (Per Amendment 20)	Retainage Payment Trigger
1	6/25/2012	\$152,307.72	\$152,307.72	Triggered upon acceptance of final BPR Deliverable. Hold back for Deliverables 50, 51a-j, 52a-j, 53a-h.
2	1/18/2013	\$225,000.00	\$225,000.00	Triggered upon acceptance of Application Code and Unit Test R2.0.
3	3/11/2013	\$225,000.00	\$225,000.00	Triggered upon acceptance of Application Code and Unit Test R2.1.
4	5/26/2013	\$225,000.00	\$225,000.00	Triggered upon acceptance of Application Code and Unit Test R2.2.
5	5/29/2014	\$200,000.00	\$200,000.00	Triggered upon acceptance of Deliverable 31 –Pilot Deployment (P2.5).
6	7/29/2014	\$292,247.50	\$292,247.50	Triggered upon acceptance of Deliverable 32 –P2.5 Pilot Acceptance (P2.5).
7	2/25/2016	\$69,815.91	\$146,501.96	Triggered upon acceptance of Deliverable 38 – User Acceptance Testing Results and Resolutions Document (P3).
8	7/6/2015	\$200,000.00	\$200,000.00	Triggered upon Application Deployment (P2.6)
9	9/7/2015	\$292,247.50	\$292,247.50	Triggered upon System Acceptance (P2.6)
10	5/7/2016	\$0.00	\$76,686.05	Triggered upon System Acceptance (P3.0). Remainder of retainage owed to Accenture.
	Total	\$1,881,618.63	\$2,034,990.73	

H. PHASE 3 SCOPE

Phase 3 scope is focused on the non-Medical functions of the KEES solution. This includes Food Assistance, TANF, Child Care, Foster Care and other PPS programs, as well as SSP, ABMS, interfaces, batches, additional conversions. The lists below include the entire scope of Phase 3 (both Change Request and Detailed System Design). A full depiction of Phase 3 scope can be found in Attachment 1 to this Twentieth Amendment. Should there be a conflict between Attachment 1 and the lists below, the lists below shall take precedence.

Phase 3 Detailed System Designs:

Conversion Design	Interface Design	Detailed System Design
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Conversion Design	Interface Design	Detailed System Design
* Adoption Assistance	* ACF801	* Child Care
* Case & Case Person	* Base Wage & Unemp. Ben. Info.	* Configuration Security User Roles
* Child Care	* BENDEX	* DCF LIEAP System
* Closed Cases	* CLARIS	* DCF Resource Databank
* DCF Reviews	* Death Records	* DCF Reviews
* EDBC	* EBT Aged Off Benefits	* DCF TOP Design
* Fiscal Coll. & Overpayments	* EBT Case Client Maintenance	* Enterprise Content Management
* Fiscal EBT	* EBT Case Client Maintenance	* File Clearance
* Fiscal Issuance	* EBT Case Client Response	* Fiscal Collections
* Food Assistance	* EBT Batch Refresh (C/C Errors)	* Fiscal Control Valuables
* Foster Care	* EBT Case Client Sweep (Delete File)	* Fiscal EBT
* Perm. Custodian Subsidy	* EBT Child Care Provider Info.	* Fiscal Issuance
* RCA	* EBT Child Care Provider	* Forms
* Resource Databank	* EBT Child Care Error	* General Correspondence
* TANF	* EBT Issuance	* Mass Update
* TOP	* EBT Issuance	* Master Person Index
* Verifications	* EBT Batch Refresh (Iss. Errors)	* NOAs
* Work Programs	* EBT Provider Payments	* Non-Medical SSP Data Collection
* Youth Independent Living	* EBT Undeliverable	* Non-Medical SSP for Providers3
* Data Collection	* eDRS	* Non-Medical SSP Self Assessment
* Master Person Index	* Free/Reduced School Lunch	* SSP Access My Benefits
	* Golden Gate & MPI Items	* SSP Change Reporting
	* Case Updates	* TANF, FA, RCA, Diversion
	* Child Support Income	* User Interface, Navigation. & Access.
	* Co-op/Non Co-op Alerts	* Work Programs
	* CSS Access to KEES	* Workflow Design
	* Demographic Alerts to CSE	* Appeals and Fraud
	* FACTS Direct to KEES	* Case Action General
	* KMIS Direct to KEES	* Case History
	* Referral to CSS	* Caseload Management
	* URA Unreimbursed	* EDBC
	* Inmate Information	* Intake Data Collection (Financial)
	* JJIS (JJA)	* Intake Data Collection (Non-Fin.)
	* Kansas Job Link	* Journal
	* LIEAP	* Prevention & Protection Services
	* Lifeline Auto Enroll (Telephone)	* QA
	* Overpayment & KS Revenue Tax	* Reception
	* SDX	* Referrals
	* SHARP	* Representatives & Facilitators
	* SMART	* SSP General

Conversion Design	Interface Design	Detailed System Design
	* SVES	* SSP Messaging
	* TOP	* Uploading Documents with SSP
		* Usability (SSP)

Batch Design	Reports Design	Technical Design
* Child Care (10)	* Child Care Provider Data View Report	* Configuration Security User Roles
* Child Care Eligibility	* Collections Data View Report	* DCF TOP Design
* Child Care Provider Closed	* Collections Received by Program & Error Code	* EDBC
* Child Care Service Closed	* FNS209-Collect., Revers., & Refunds (Sect. 29)	* Fiscal Collections
* Close RDB Case App. InHome & Rel. Prov.	* FNS209-Status of Claims Against Households	* DCF LIEAP System
* DCF Rate Update	* FNS256-Food Stamp Partic. & Coupon Issuance	* Non-Medical SSP Data Collection
* EBT Payments Monitoring	* Food Assistance E&T	* Non-Medical SSP Self Assessment
* Enhanced Rate Approved	* Foster Care	* SSP Access My Benefits
* Idle Program Cleanup	* FR300-Quality Control Universe Statistical Data	* Work ProgramsP3 Design Not Yet Approved
* Provider Plan Ended Form	* FR301-IQCS Samples	* Child Care
* Regular Child Care EDBC	* Issuances Data View Report	* DCF Resource Databank
* Configuration Security User Roles (0)	* LIEAP Data View	* DCF Reviews
* DCF Change Reporting Non-Medical (0)	* LIEAP Household Report Part 1 & 2	* Enterprise Content Management
* DCF Resource Databank (3)	* LIEAP Rejected Promises	* File Clearance
* Approved Child Status Change	* Manual Override EDBC	* Fiscal Control Valuables
* Overdue Resource Review	* MR220-FS EBT Reconciliation Report	* Fiscal EBT
* Upcoming Resource Review	* MR600-Cash & FS Benefits Summary Report	* Fiscal Issuance
* DCF Reviews (6)	* MR600A-Cash & Food Benef. Summary Report	* General Correspondence
* Auto Closure IR12 Mo. or Rev. Not Rec.	* MR705-All Mandatory Food Stamp Recipients	* Mass Update
* DCF IR	* Non-Medical Programs Data View Report	* Master Component Design
* DCF Review	* PARIS & Fleeing Felon Report	* Master Person Index
* Denial for No Interview – Reviews	* Provider Child Care Plan History	* Non-Medical SSP for Providers
* Incomplete Review Purge	* Quality Assurance Data View Report	* Prevention & Protection Services
* SSP Review Notification	* Recoveries Data View Report	* QA
* DCF TOP Design (1)	* Recovery Account Action Report	* Referrals
* Create 60 Day TOP Notice Batch	* Referrals Data View Report	* Representatives & Facilitators
* DCF Work Programs (4)	* Service Arrangements Data View Report	* SSP Change Reporting
* Closing a Trans. Allow. Serv. Arrange.	* Service Provider Data View Report	* SSP General
* Transportation Allowance	* Skipped Issuances	* TANF, FA, RCA, Diversion
* WP Status Changed	* TANF Data File Part 1, 2, 3, 4, 5 & 6	* User Interface, Navigation. & Access.

Batch Design	Reports Design	Technical Design
* WP Program Closure	* TOP Collection Report -Adjustment	* Workflow Design
* Enterprise Content Management (0)	* TOP Collection Report -Collection Summary	* Appeals and Fraud
* File Clearance (0)	* TOP Collection Report -Collections	* Case Action General
* Fiscal Collections (6)	* TOP Collection Report -Reversal	* Case History
* Benefit Reduction Redistribution Sweep	* TOP Notices Report	* Caseload Management
* Billing Statement Batch	* TOP Reconciliation	* Intake Data Collection (Financial)
* Nightly Assignment Batch	* TOP Record Selection Report	* Intake Data Collection (Non-Fin.)
* Orphan Recovery Account Batch	* TOP Unprocessable Report	* Journal
* Recovery Account Close Batch	* TOP Weekly Update Report	* Reception
* Recovery Account Terminate Batch	* Unprocessed Review/IR/12 Month Report	* SSP Messaging
* Fiscal Control Valuables (0)	* Work Program Activities Data View Report	* Uploading Documents With SSP
* Fiscal EBT (1)		
* Expungement Batch		
* Fiscal EBT/ Issuance (3)		
* Future Mo. Supplemental Batch		
* Monthly Payroll Batch		
* Nightly Issuance Batch		
* Foster Care (10)		
* Case Review		
* Critical Age Batch – 18		
* Critical Age Batch – 19		
* Critical Age Batch – 20		
* Critical Age Batch – 21		
* Critical Age Batch – 23		
* Foster Care Graduate		
* Pending FC Program		
* Permanency Plan		
* New Permanency Plan		
* General Corr., Forms, NOAs (5)		
* Central Print Update		
* Interview Sweep Batch		
* On Hold NOAs		
* Quality Review Sample Batch		
* TANF Months Used		
* LIEAP (5)		
* LIEAP Application		
* LIEAP Auto Discontinuance		
* LIEAP Nightly Issuance Batch		

Batch Design	Reports Design	Technical Design
* LIEAP Rev. Eld. & Per. w/ Disabil.		
* LIEAP Supplemental Benefit		
* Mass Update (21)		
* Auto. Open 'Work Program' Prog.		
* Batch EDBC		
* Critical Ages – 18, 19, & 21		
* Critical Ages – FA		
* Critical Ages – TANF 2 Months		
* Denial for No Interview		
* FA Re-Determination		
* Family Plan Income Limits Update		
* Foster Care Resource Update		
* No Open Activity with TANF		
* No SSN Child 6 Mo. Old Notice		
* No SSN Person 6 Mo. Old/Older Denial		
* Penalty Period is Ending		
* Pregnancy Overdue Notice		
* Pregnancy Overdue Task		
* QC Non-Coop Penalty		
* Time Limits are Reached – ABAWDS		
* Time Limits are Reached – RCA		
* Time Limits are Reached –TANF		
* TPL or Other Health Ins. being added		
* Work Program Person's Medical Closed		
* Master Person Index (0)		
* SSP - Access My Benefits (0)		
* SSP - Non-Medical Data Collection (0)		
* SSP - Non-Medical SSP for Providers (0)		
* SSP - Non-Medical SSP Self Assessment (0)		
* TANF, FA, RCA, Diversion (0)		
* User Interface (0)		
* Workflow Design (0)		
* Mass Update (21)		
* Auto. Open 'Work Program' Prog.		
* Batch EDBC		
* Critical Ages – 18, 19, & 21		

Batch Design	Reports Design	Technical Design
* Critical Ages – FA		
* Critical Ages – TANF 2 Months		
* Denial for No Interview		
* FA Re-Determination		
* Family Plan Income Limits Update		
* Foster Care Resource Update		
* No Open Activity with TANF		
* No SSN Child 6 Mo. Old Notice		
* No SSN Person 6 Mo. Old/Older Denial		
* Penalty Period is Ending		
* Pregnancy Overdue Notice		
* Pregnancy Overdue Task		
* QC Non-Coop Penalty		
* Time Limits are Reached – ABAWDS		
* Time Limits are Reached – RCA		
* Time Limits are Reached –TANF		
* TPL or Other Health Ins. being added		
* Work Program Person’s Medical Closed		
* Master Person Index (0)		
* SSP - Access My Benefits (0)		
* SSP - Non-Medical Data Collection (0)		
* SSP - Non-Medical SSP for Providers (0)		
* SSP - Non-Medical SSP Self Assessment (0)		
* TANF, FA, RCA, Diversion (0)		
* User Interface (0)		

Phase 3 Change Requests:

The list below reflects the Phase 3 change requests in scope as of May 20, 2015. Further Phase 3 deployment change requests may be added upon mutual agreement between Accenture and DCF.

CR #	CR Name	Planned Release
048	Child Care Redesign	Phase 3
049	Work Programs	Phase 3
072	Reviews, Change Reporting-Generate Form	Phase 3
075	Primary Applicant Payee Automation by Program	Phase 3
076	Foster Care Non-Medical (EDBC Program) PPS	Phase 3
077	Automatically Create EBT Cardholders	Phase 3

CR #	CR Name	Planned Release
090	Amendment to CR72 Reviews, Change Reporting Gen. Form	Phase 3
095	MPI Conversion	Phase 3
108	eDRS Interface to a Web Service	Phase 3
113	Work Program Exemption for Child Under 2 Months	Phase 3
131	CSE Non-Compliance Updates	Phase 3
135	Non-Medical Absent Parent Redesign	Phase 3
158	EDBC Interview Validation for TANF/FA Applications	Phase 3
190	KWK TANF Eligibility Requirement	Phase 3
204	Phase 3 Conversion	Phase 3
207	DCF Alert Queue Tasks	Phase 3
211	Manual EDBC Updates	Phase 3
229	ABAWD	Phase 3
239	Conversion from FIS for EBT Information	Phase 3
244	Web Service Calls for CLARIS Interface	Phase 3
245	Missing Fields from DCF SSP and ABMS	Phase 3
247	Interface True-Up (P3)	Phase 3
256	PPS Payee Tied to RDB	Phase 3
261	EATSS Client Listing	Phase 3
270	Auto Worker Assignment for Non-Medical	Phase 3
271	Manual Task Referrals	Phase 3
273	Specific Updates to Workflow DSD & Forms Metadata Matrix	Phase 3
278	Base Wage & Unemployment Benefit Info. Interface Design	Phase 3
311	Foster Care Non-Medical Tech Design, Build, Test & Conversion	Phase 3
317	County Code	Phase 3
328	Repurpose of 'Auto Open Work Programs' Program Batch	Phase 3
329	Sync-Up All Fiscal Designs that Deal with EBT	Phase 3
331	Sync-Up All DSDs with the Final MPI Design Decisions	Phase 3
339	DCF Forms & NOA True-up	Phase 3
351	Duplicate Participation Design Gaps (DCF)	Phase 3
352	DCF NOA GRT Updates	Phase 3
360	DCF Verification Timeliness Batch	Phase 3
364	Extra Form Functions for DCF	Phase 3
365	EBT Page Updates	Phase 3
366	EBT Aged Off Expungement Date Calculation	Phase 3
370	Additional Phase 3 Reports	Phase 3
373	DCF Print Vendor	Phase 3
375	Add LIEAP EFT Vendor Atmos Energy	Phase 3
377	SMART Interface Changes	Phase 3
385	Interface True-Up #4	Phase 3

CR #	CR Name	Planned Release
387	Child Care Post Secondary Education	Phase 3
389	Add Dropdown Values to Expense Page	Phase 3
390	Sync-Up FC Use Cases with FC Rules	Phase 3
396	Activity Progress Detail Page Change	Phase 3
397	KEES Interface Surrogate Keys	Phase 3
399	Remove TOP Logic to Send Y1 Records for Recertification	Phase 3
400	Sync-Up Cust. Reporting Types for Form Gen.of FA Review	Phase 3
414	Phase 3 LIEAP Reports	Phase 3
416	Sync-Up SSP Portal Mapping for Medical & Non-Medical	Phase 3
417	Modify P109, P107 and P201 Forms	Phase 3
418	Expand Search on Contact Type Filter	Phase 3
421	DSO File Layout Change	Phase 3
422	Denial for Missed Interview Batch Modifications	Phase 3
424	Additional Reports KDHE	Phase 3
425	JJA Interface KS0057 - On Hold	Phase 3
427	Interface True Up Number 5	Phase 3
434	EBT ABORT Error Message Clarifications	Phase 3
436	DCF NOA GRT Fragment Additions	Phase 3
438	DCF Rules Sync and Corrections	Phase 3
439	Sync-Up Design P3 PARIS Outbound File	Phase 3
446	Expedited FA & Date of Discovery	Phase 3
447	Sync-Up Service Detail Page and CLARIS Interface	Phase 3
450	Changes to SVES Tasks for TPQY Task Creation	Phase 3
452	Sync-Up Free and Reduced School Lunch Interface	Phase 3
456	Data Sharing Relationship, Non-Compliance, and Address	Phase 3
462	Add 1 Dropdown Value to the Outlier Status Field	Phase 3
463	DCF Application and Review Changes	Phase 3
466	Sync-Up Master Task List and Additional Non-Med. Changes	Phase 3
467	Modify Rules for Adoption Assist. Data Coll.	Phase 3
468	Sync-Up Food Assistance Redetermination Batch	Phase 3
469	Sync-Up Designs Related to Work Registration	Phase 3
472	Additional PPS Document Types	Phase 3
474	Sync-Up Non-Medical Residency Rules	Phase 3
476	Additional Tasks for PPS	Phase 3
477	Child Care Exceeds 13 Years Batch	Phase 3
478	TANF Discontinuance - Work Incentive Payments	Phase 3
480	LIEAP Rules Sync-Up and Corrections	Phase 3
488	DCF Rules & Design Sync-Up and Corrections Wave 2	Phase 3
489	Change Adoption Assistance Aid Codes	Phase 3

CR #	CR Name	Planned Release
492	Redesign SSP Non-Medical Reviews	Phase 3
433	Task Routing Logic for Non-Medical	Phase 3 – Pending CCB Approval
453	TOP Functional Design Changes	Phase 3 – Pending CCB Approval
###	Administrative Role Chart	Phase 3 – Pending CCB Approval
###	Child Care Provider Error File	Phase 3 – Pending CCB Approval
###	Issuance Control Number	Phase 3 – Pending CCB Approval
###	MPI Design	Phase 3 – Pending CCB Approval
###	Non-Compliance Reference Table Update	Phase 3 – Pending CCB Approval

I. RATE CARD

Any existing DCF rate cards, whether from Accenture's Best and Final Offer, the KDHE Statement of Work or any other DCF rate card attached to the Original Agreement, are replaced in their entirety with a new rate card for both agencies. The new rates are effective upon execution of this Twentieth Amendment. The new rates are below and reflect Contract Year (CY) 4 rates. This new rate card will be added to DCF Statement of Work as Section 5.1.

Role	FY15 Hourly Rate
Onshore Consulting (US) – Topeka, KS	
Project Executive/Officer/Director	\$339.63
Overall Solution Project Manager (SME)	\$264.16
Overall Solution Architect	\$208.22
Sub-Project Manager	\$202.59
Functional/Business Lead	\$180.08
Data Conversion Lead	\$180.08
Project Management Officer	\$140.69
US Technology Delivery – US Delivery Center	
Technical Lead	\$174.00
Database Administrator	\$165.45
Testing Lead	\$160.00
Functional/Business Analyst	\$151.94
Jr. Functional/Business Analyst	\$118.60
Technical Analyst	\$110.30
Jr. Technical Analyst	\$93.42
Test Analyst	\$97.04
Jr. Test Analyst	\$80.86
Trainer	\$91.65
Global Delivery - Offshore	
Offshore Project Manager	\$89.00
Offshore Team Lead	\$69.00
Offshore Developer	\$49.00
Offshore Tester	\$39.00

The rates will escalate for Cost of Living Adjustments each September 1st starting September 1, 2015 using the methodology outlined below.

- Onshore hourly rate escalation - If the ECI index as published by the Bureau of Labor Statistics of the U.S. Department of Labor increases greater than 0% for the previous

fiscal year, the onshore hourly rates will be increased by the ECI index percentage increase from September 1st of the previous year to August 31st of the present year.

- Offshore hourly rate escalation - If the Hewitt index as published by Aon Hewitt increases greater than 0% for the previous fiscal year, the offshore hourly rates will be increased by the Hewitt index percentage increase from September 1st of the previous year to August 31st of the present year will be increased at this percentage.

4. EXHIBIT I OF THE ORIGINAL AGREEMENT

Exhibit I to the Original Agreement is hereby deleted in its entirety and replaced with the new Exhibit I attached as Attachment 2 to this Twentieth Amendment.

5. EXHIBIT L OF THE ORIGINAL AGREEMENT

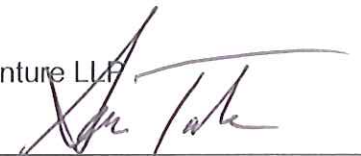
Exhibit L to the Original Agreement is hereby deleted in its entirety and replaced with the new Exhibit L attached as Attachment 3 to this Twentieth Amendment.

6. OTHER


The remaining terms and conditions of the above-referenced Original Agreement and any attachments and amendments thereto, shall remain in force and effect and binding on the parties hereto.

IN WITNESS WHEREOF, Accenture and KDHE hereto affix their signatures to the Amended Contract.



Accenture LLP

Sean Toole
Managing Director

7/1/15
Date

Kansas Department of
Health and Environment

Susan Mosier, MD
Secretary

8/26/15
Date

KANSAS DEPARTMENT OF
ADMINISTRATION


Tracy Diel, JD
8/26/15
Date

Department of Administration,
Director of Procurement and Contracts

Phase 3 Overview (DRAFT 05/20/15)

Page 1 of 3

Conversion Design

- P3 Design Approved**
 - Adoption Assistance
 - Case & Case Person
 - Child Care
 - Closed Cases
 - DCF Reviews
 - EDBC
 - Fiscal Coll. & Overpayments
 - Fiscal EBT
 - Fiscal Issuance
 - Food Assistance
 - Foster Care
 - Master Person Index
 - Perm. Custodian Subsidy
 - RCA
 - Resource Databank
 - TANF
 - TOP
 - Verifications
 - Work Programs
 - Youth Independent Living
- P3 Design Not Yet Approved**
 - Data Collection

Work Products

- Batch
- Batch Run Book
- Interface GUI
- Interface Screen Widgets
- KEES User Guide
- Master Task List
- Online Help Content
- Rules/Use Cases

System Sunset

- CAPP (Customer Online App)
- KAECSES-AE
- KsCares
- LIEAP
- TOP

Interface Design

- P3 Design Approved**
 - ACE801
 - Base Wage & Unemp. Ben. Info.
 - BENDEX
 - CLARIS
 - Death Records
 - EBT Aged Off Benefits
 - EBT Case Client Maintenance
 - EBT Case Client Response
 - EBT Case Client Refresh (C/C Errors)
 - EBT Case Client Sweep (Delete File)
 - EBT Child Care Provider Info.
 - EBT Child Care Provider
 - EBT Child Care Error
 - EBT Issuance
 - EBT Issuance
 - EBT Batch Refresh (Iss. Errors)
 - EBT Provider Payments
 - EBT Undeliverable
 - eDRS
 - Free/Reduced School Lunch
 - Golden Gate & MPI Items
 - Case Updates
 - Child Support Income
 - Co-op/Non Co-op Alerts
 - CSS Access to KEES
 - Demographic Alerts to CSE
 - FACTS Direct to KEES
 - KMIS Direct to KEES
 - Referral to CSS
 - URA Unreimbursed
 - Inmate Information
 - JJIS (JJA)
 - Kansas Job Link
 - LIEAP
 - Lifeline Auto Enroll (Telephone)
 - Overpayment & KS Revenue Tax
 - SDX
 - SHARP
 - SMART
 - SVES
 - TOP

DSD Design

- P3 Design Approved**
 - Accenture & State Review
 - Child Care
 - Configuration Security User Roles
 - DCF LIEAP System
 - DCF Resource Databank
 - DCF Reviews
 - DCF TOP Design
 - Enterprise Content Management
 - File Clearance
 - Fiscal Collections
 - Fiscal Control Valuables
 - Fiscal EBT
 - Fiscal Issuance
 - Forms
 - General Correspondence
 - Mass Update
 - Master Person Index
 - NOAs
 - Non-Medical SSP Data Collection
 - Non-Medical SSP for Providers
 - Non-Medical SSP Self Assessment
 - Non-Medical SSP My Benefits
 - SSP Change Reporting
 - TANF, FA, RCA, Diversion
 - User Interface, Navigation, & Access.
 - Work Programs
 - Workflow Design
 - NO Review**
 - Appeals and Fraud
 - Case Action General
 - Case History
 - Caseload Management
 - EDBC
 - Intake Data Collection (Financial)
 - Intake Data Collection (Non-Fin.)
 - Journal
 - Prevention & Protection Services
 - QA
 - Reception
 - Referrals*
 - Representatives & Facilitators*
 - SSP General*
 - SSP Messaging
 - Uploading Documents with SSP
 - Usability (SSP)
- Note: The asterisk indicates the "No Review" DSDs that ended up having P3 impacting changes made. Also, the No Touch DSD/screens is not listed but had changes made to accommodate shared data functionality.*

Confirmed Phase 3 CRs

- 048-Child Care Redesign
- 049-Work Programs
- 072-Reviews, Change Reporting - Generate Form
- 075-Primary Applicant/Case Head
- 076-Foster Care Non-Medical (EDBC Program) PPS
- 077-Auto. Create EBT Cardholder(s)
- 090-Amendment to CR 72
- 095-MPI Conversion
- 108-eDRS Interface Design
- 113-Work Prog. Exemp. Child Under 2 Mo.
- 131-CSE Non-Compliance Updates
- 135-Non-Med. Absent Parent Redesign
- 158-EDBC Interview Val. for TANF/FA Apps
- 190-KWIK TANF Eligibility Req.
- 204-Phase 3 Conversion
- 207-DCF Alert Queue Tasks
- 211-Manual EDBC Updates
- 229-ABAWD
- 239-EBT FIS Conversion (Account #)
- 244-Web Service Calls for CLARIS Interface
- 245-Missing Fields from DCF SSP & ABMS
- 247-Interface True-Up (P3)
- 256-PPS Payee Tied to RDB
- 261-EATSS Client Listing
- 270-Auto Worker Assignment for Non-Medical
- 271-Manual Task Referrals
- 273-Specific Updates to WF DSD & Forms Meta. Matrix
- 278-Base Wage & Unemployment Ben. Info. Interface
- 311-FC Non-Med. Tech Design, Build, Test & Conv.
- 317-County Code
- 328-Repurpose 'Auto Open Work Programs' Batch
- 329-Sync-Up All Fiscal Designs that Deal with EBT
- 331-Sync-Up All DSDs with Final MPI Design Decisions
- 339-DCF Forms & NOA True-up
- 352-DCF NOA GRT Updates
- 360-DCF Verification Timeliness Batch
- 364-Extra Form Functions for DCF
- 365-EBT Page Updates
- 366-EBT Aged Off Exemption Date Calculation
- 370-Additional Phase 3 Reports
- 373-DCF Print Vendor
- 375-Add LIEAP EFT Vendor Atmos Energy
- 377-SMART Interface Changes
- 385-Interface True-Up #4
- 387-Child Care Post Secondary Education
- 389-Add Dropdown Values to Expense Page
- 390-Sync-Up FC Use Cases with FC Rules
- 396-Activity Progress Detail Page Change
- 397-KEES Interface Surrogate Keys
- 399-Remove TOP Logic to Send Y1 Records for Recert.

CRs Pending Phase 3 Confirmation

Not Yet CCB Approved

- 433-Task Routing Logic for Non-Medical
- 453-TOP Functional Design Changes
- Administrative Role Chart
- Child Care Provider Error File
- Issuance Control Number
- MPI Design
- Non-Compliance Reference Table Update

- 400-Sync-Up Cust. Rep. Types for Form Gen. of FA Rev.
- 414-Phase 3 LIEAP Reports
- 416-Sync-Up SSP Portal Mapping for Med. & Non-Med.
- 417-Modify P109, P107 and P201
- 418-Expand Search on Contact Type Filter
- 421-DSO File Layout Change
- 422-Denial for Missed Interview Batch Modifications
- 424-Additional Reports KDHE
- 425-JJA Interface KS0057 - On Hold
- 427-Interface True Up Number 5
- 434-EBT ABORT Error Message Clarifications
- 436-DCF NOA GRT Fragment Additions
- 438-DCF Rules Sync & Corrections
- 439-Sync-Up Design P3 PARIS Outbound File
- 446-Expedited FA & Date of Discovery
- 447-Sync-Up Service Detail Page and CLARIS Interface
- 450-Changes to SVES Tasks for TPQY Task Creation
- 452-Sync-Up Free and Reduced School Lunch Interface
- 456-Data Sharing Relationship, Non-Comp., & Address
- 462-Add 1 Dropdown Value to the Outlier Status Field
- 463-DCF Application and Review Changes
- 466-Sync-Up Master Task List & Add. Non. Med. Changes
- 467-Modify Rules for Adop. Assist. Data Coll.
- 468-Sync-Up Food Assistance Redetermination Batch
- 469-Sync-Up Designs Related to Work Registration
- 472-Additional PPS Document Types
- 474-Sync-Up Non-Medical Residency Rules
- 476-Additional Tasks for PPS
- 477-Child Care Exceeds 13 Years Batch
- 478-TANF Discontinuance - Work Incentive Payments
- 480-LIEAP Rules Sync-Up and Corrections
- 488-DCF Rules & Design Sync-Up & Corrections Wave 2
- 489-Change Adoption Assistance Aid Codes
- 492-Redesign SSP Non-Medical Reviews

Batch Design			Reports Design	
<div>P3 Design Approved<ul style="list-style-type: none">* Child Care (10)<ul style="list-style-type: none">* Child Care Eligibility* Child Care Provider Closed* Child Care Service Closed* Close RDB Case App. InHome & Rel. Prov.* DCF Rate Update* EBT Payments Monitoring* Enhanced Rate Approved* Idle Program Cleanup* Provider Plan Ended Form* Regular Child Care EDBC* Configuration Security User Roles (0)* DCF Change Reporting Non-Medical (0)* DCF Resource Databank (3)<ul style="list-style-type: none">* Approved Child Status Change* Overdue Resource Review* Upcoming Resource Review* DCF Reviews (6)<ul style="list-style-type: none">* Auto Closure IR12 Mo. or Rev. Not Rec.* DCF IR* DCF Review* Denial for No Interview – Reviews* Incomplete Review Purge* SSP Review Notification* DCF TOP Design (1)<ul style="list-style-type: none">* Create 60 Day TOP Notice Batch* DCF Work Programs (4)<ul style="list-style-type: none">* Closing a Trans. Allow. Serv. Arrange.* Transportation Allowance* WP Status Changed* WP Program Closure* Enterprise Content Management (0)* File Clearance (0)* Fiscal Collections (6)<ul style="list-style-type: none">* Benefit Reduction Redistribution Sweep* Billing Statement Batch* Nightly Assignment Batch* Orphan Recovery Account Batch* Recovery Account Close Batch* Recovery Account Terminate Batch</div>	<div>P3 Design Approved (Cont.)<ul style="list-style-type: none">* Fiscal Control Variables (0)* Fiscal EBT (1)<ul style="list-style-type: none">* Expungement Batch* Fiscal EBT/ Issuance (3)<ul style="list-style-type: none">* Future Mo. Supplemental Batch* Monthly Payroll Batch* Nightly Issuance Batch* Foster Care (10)<ul style="list-style-type: none">* Case Review* Critical Age Batch – 18* Critical Age Batch – 19* Critical Age Batch – 20* Critical Age Batch – 21* Critical Age Batch – 23* Foster Care Graduate* Pending FC Program* Permanency Plan* New Permanency Plan* General Corr., Forms, NOAs (5)<ul style="list-style-type: none">* Central Print Update* Interview Sweep Batch* On Hold NOAs* Quality Review Sample Batch* TANF Months Used* LIEAP (5)<ul style="list-style-type: none">* LIEAP Application* LIEAP Auto Discontinuation* LIEAP Nightly Issuance Batch* LIEAP Rev. Eld. & Per. w/ Disabil.* LIEAP Supplemental Benefit</div>	<div>P3 Design Approved (Cont.)<ul style="list-style-type: none">* Mass Update (21)<ul style="list-style-type: none">* Auto. Open 'Work Program' Prog.* Batch EDBC* Critical Ages – 18, 19, & 21* Critical Ages – FA* Critical Ages – TANF 2 Months* Denial for No Interview* FA Re-Determination* Family Plan Income Limits Update* Foster Care Resource Update* No Open Activity with TANF* No SSN Child 6 Mo. Old Notice* No SSN Person 6 Mo. Old/Older Denial* Penalty Period is Ending* Pregnancy Overdue Notice* Pregnancy Overdue Task* QC Non-Coop Penalty* Time Limits are Reached – ABAWDS* Time Limits are Reached – RCA* Time Limits are Reached –TANF* TPL or Other Health Ins. being added* Work Program Person's Medical Closed* Master Person Index (0)* SSP - Access My Benefits (0)* SSP - Non-Medical Data Collection (0)* SSP - Non-Medical SSP for Providers (0)* SSP - Non-Medical SSP Self Assessment (0)* TANF, FA, RCA, Diversion (0)* User Interface (0)* Workflow Design (0)</div>	<div>NO Review<ul style="list-style-type: none">* Appeals and Fraud* Case Action General* Case History* Caseload Management* EDBC* Intake Data Collection (Financial)* Intake Data Collection (Non-Fin.)* Journal* Prevention & Protection Services* QA* Reception* Referrals* Representatives & Facilitators* SSP – General* SSP – Messaging* Usability (SSP)* Uploading Documents with SSP</div>	<div><ul style="list-style-type: none">* Child Care Provider Data View Report* Collections Data View Report* Collections Received by Program & Error Code* FNS209-Collect., Revers., & Refunds (Sect. 29)* FNS209-Status of Claims Against Households* FNS256-Food Stamp Partic. & Coupon Issuance* Food Assistance E&T* Foster Care* FR300-Quality Control Universe Statistical Data* FR301-IQCS Samples* Issuances Data View Report* LIEAP Data View* LIEAP Household Report Part 1 & 2* LIEAP Rejected Promises* Manual Override EDBC* MR220-FS EBT Reconciliation Report* MR600-Cash & FS Benefits Summary Report* MR600A-Cash & Food Benef. Summary Report* MR705-All Mandatory Food Stamp Recipients* Non-Medical Programs Data View Report* PARIS & Fleeing Felon Report* Provider Child Care Plan History* Quality Assurance Data View Report* Recoveries Data View Report* Recovery Account Action Report* Referrals Data View Report* Service Arrangements Data View Report* Service Provider Data View Report* Skipped Issuances* TANF Data File Part 1, 2, 3, 4, 5 & 6* TOP Collection Report -Adjustment* TOP Collection Report -Collection Summary* TOP Collection Report -Collections* TOP Collection Report -Reversal* TOP Notices Report* TOP Reconciliation* TOP Record Selection Report* TOP Unprocessable Report* TOP Weekly Update Report* Unprocessed Review/IR/12 Month Report* Work Program Activities Data View Report</div>

Note: The number in parenthesis represents the number of batch widgets identified during the review that need to be created/modified.

TDD Design	
<p>Accenture & State Review</p> <p>P3 Design Approved</p> <ul style="list-style-type: none"> * Configuration Security User Roles * DCF UEAP System * DCF TOP Design * EDBC * Fiscal Collections * Non-Medical SSP Data Collection * Non-Medical SSP Self Assessment * Prevention & Protection Services * SSP Access My Benefits * TANF, FA, RCA, Diversion * Work Programs <p>P3 Design Not Yet Approved</p> <ul style="list-style-type: none"> * Child Care * DCF Resource Databank * DCF Reviews * Enterprise Content Management * File Clearance * Fiscal Control Valuables * Fiscal EBT * Fiscal Issuance * General Correspondence * Mass Update * Master Component Design * Master Person Index * Non-Medical SSP for Providers * QA * Referrals * Representatives & Facilitators * SSP Change Reporting * SSP General * User Interface, Navigation, & Access. * Workflow Design 	<p>NO Review</p> <ul style="list-style-type: none"> * Appeals and Fraud * Case Action General * Case History * Caseload Management * Intake Data Collection (Financial) * Intake Data Collection (Non-Fin.) * Journal * Reception * SSP Messaging * Uploading Documents with SSP * Usability (SSP) <p>Notes:</p> <ul style="list-style-type: none"> * Master Component Design will be reviewed after all other P3 TDDs have been reviewed. * Forms and NOAs are not technically DSDs, so they will not have a TDD.

Key Notes

- 1) EATSS replacement is off the critical path.
- 2) CAPP Interface is off the critical path.
- 3) Provider Portal (SSP) and Authorized Representative DSDs will need to be revisited when the ASW design is available.
- 4) VCC is no longer in scope for Phase 3 & the requirements have been traded.

Loose Ends

- * HelpDesk Strategy
- * Governance
- * Access My Benefits
- * Notice Conversions

Technical Loose Ends

- * Complete Legacy Notice History Converted to KEES
- * Interface DBF File Size Concerns
- * Switch to sFTP
- * Identify & Establish UEAP Hard., Soft., & Infra
- * Merge of Phase 2.6 and Phase 3.0

Potential Expenditures

- * Post P3 ImageNow Re-Index/Drawer Cleanup
- * FNS Pilot

Exhibit I

Scope Elements	Original Contract Cost	Amendment 1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 19 and 20 Changes	Footnote #	Revised Contract Cost
Total PMO Monthly Billings	\$3,734,948.00			\$3,734,948.00
Accenture Software Licensing				
APSP	\$3,000,000.00			\$3,000,000.00
Worker Portal	\$445,400.00			\$445,400.00
Public Portal	\$280,000.00			\$280,000.00
Accenture Software Maintenance and Support	\$4,012,151.00			\$4,012,151.00
Hardware and Software for Reference and Development Environments	\$1,127,792.00			\$1,127,792.00
Implementation Services	\$28,139,972.00	\$380,000.00	1	\$46,166,354.57
		\$42,531.00	5	
		\$298,100.00	7	
		\$674,462.00	8	
		\$518,111.00	10	
		\$739,133.00	12	
		\$2,671,200.00	15	
		\$2,294,451.00	16	
		\$563,015.57	17	
		\$2,100,543.00	18	
		\$6,912,557.00	19	
		\$562,479.00	20	
		\$269,800.00	22	
Implementation Facilities	\$3,689,028.00	\$206,766.00	2	\$3,895,794.00
On-going Operations	\$31,437,844.00	\$410,185.00	19	\$31,848,029.00
Post Implementation Facilities	\$3,718,465.00	\$40,506.00	2	\$3,758,971.00
Total Base K-MED Contract Value	\$79,585,600.00	\$18,683,839.57		\$98,269,439.57

Exhibit I

Optional Scope Elements	Cost	Amendment 1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 19 and 20 Changes	Footnote #	Cost
K-MED and DCF Hosting	\$18,564,206.00	\$ (5,159,453.00)	3	\$13,404,753.00
Hosting - Option Years 1-5		\$ 25,891,869.00	19	\$25,891,869.00
Print and Mail	\$1,879,311.00	\$ (1,879,311.00)	23	\$0.00
Application Security Monitoring	\$2,863,000.00	\$ (538,000.00)	13	\$2,325,000.00
Application Security Monitoring - Option Years 1-5		\$ 3,022,905.00	19	\$3,022,905.00
Website Maintenance Services	\$0.00			\$0.00
DCF Implementation Services	\$21,775,690.00	\$2,315,271.00	4	\$32,574,522.28
		\$449,354.00	5	
		\$1,502,188.00	6	
		\$514,466.00	9	
		\$61,350.00	11	
		\$950,000.00	21	
		\$5,006,202.00	24	
DCF Option – Model Office	\$199,397.00	\$ (199,397.00)	14	\$0.00
Facilities - Option Year 1		\$ 1,652,654.00	19	\$1,652,654.00
KDHE Ongoing Operations - Option Years 1-5		\$ 57,675,457.00	19	\$57,675,457.00
APSP Maintenance Billings - Option Years 1-5		\$4,887,643.00	19	\$4,887,643.00
DCF Ongoing Operations and Help Desk		\$ 17,064,432.00	25	\$17,064,432.00
Total Options and Extension Years	\$45,281,604.00	\$ 113,217,631.28		\$158,499,235.28
Total Base with Options and Extension years	\$124,867,204.00	\$131,901,470.85		\$256,768,674.85

Footnotes

1. Amendment 3 - addition of Hosting Deliverable
2. Amendment 2 - addition of Implementation and post implementation facilities
3. Amendment 3 - addition of monthly hosting services without hardware, which was \$5159,453 less than the original contract price of \$18,564,206
4. Amendment 4 - Accenture developers replacing SRS developers
5. Amendment 5 - Accenture OPA and Reports developers replacing SRS OPA and Reports developers (CR-30), CR-28 and CR-31 changes
6. Amendment 7 - CR-25, CR-48 and CR-49 changes
7. Amendment 7 - CR-56 changes
8. Amendment 8 - CR-68, CR-69, CR-71, CR-73, and CR-75 changes
9. Amendment 8 - CR-66, CR-72, CR-75, CR-77, and CR-78 changes
10. Amendment 9 - CR-92 and CR-95 changes
11. Amendment 9 - CR-96 changes
12. Amendment 11 - CR-84, CR-93, CR-119, CR-120, CR-123, CR-127, CR-134, CR-140, CR-141, CR-144 and CR-145 changes
13. Amendment 10 - addition of Security Monitoring option, which was \$538,000 less than the original contract price of \$2,863,000
14. Amendment 8 - removal of Model Office from Scope per CR-77
15. Amendment 12 - addition of MMIS Beneficiary Subsystem
16. Amendment 13 - CR-153 changes
17. Amendment 14 - CR-179, CR-209, CR-232, CR-235, CR-238, CR-240, CR-243, CR-249, CR-258, CR-291, CR-294, CR-295, CR-316 changes
18. Amendment 15 - Addition of Interim Maintenance and Operations
19. Amendment 16 - Added KDHE Operations Expansion and Extension Years, Operations Support Team, Interim Maintenance and Operations and Optional Extension Year Facilities
20. Amendment 17 - CR-309, CR-310, CR-420
21. Amendment 17 - CR-311, CR-76
22. Amendment 18 - CR-456, Decision Paper D-088
23. Removal of Print and Mail pricing (option not selected by State)
24. Amendment 20 - Added billings for additional 30,000 hours of capacity for DCF, Phase 3 FNS Pilot and Phase 3 Pre-Implementation Operations Support
25. Amendment 20 - Added DCF Ongoing Operations and Help Desk

Amendment 20, Attachment 3

SERVICE LEVEL AGREEMENTS AND LIQUIDATED DAMAGES

Non-System-Related Service Level Agreements

ID #	Non-System Service Level Agreement	Liquidated Damages
1	Key Personnel: Contractor must staff any position designated as a Key Position with a qualified individual approved by the State within sixty (60) calendar days of Project Execution Date or departure unless a different timeframe is approved by KDHE. The Contractor will notify the State thirty (30) calendar days prior to the termination or transfer of any individual designated as Key Personnel, and the position must be filled within sixty (60) calendar days of becoming vacant with a qualified individual approved by the KDHE. Contractor must not charge for the time a Key Personnel position remains unfilled.	An amount not to exceed one thousand dollars (\$1,000.00) per business day per occurrence may be assessed for each business day after sixty (60) calendar days in which a key position remains unfilled by a qualified person approved by the KDHE. Damages in an amount not to exceed one thousand dollars (\$1,000.00) per business day may be assessed for each business day the Contractor is past the thirty (30) calendar days required notification of termination or transfer of any designated Key Staff.
2	Minimum Level Staffing: The Contractor will identify minimum staffing levels as specified in RFP Section 3.4.15.2, Item #8. The Contractor will provide staffing at the identified minimum level. In the event that a minimum staffing level position becomes vacant, the Contractor will fill that position within sixty (60) calendar days following the date that the position became vacant, with a qualified individual, approved by KDHE. Contractor must not charge for the time a minimum staffing level position remains unfilled.	An amount not to exceed five hundred dollars (\$500.00) per business day per occurrence may be assessed for each business day after sixty (60) calendar days which a minimum staffing level position remains unfilled by a qualified person approved by KDHE.
3	Deliverables: This performance requirement applies to all deliverables except those deliverables identified in IDs #7,#8 and #9 below. Please see RFP Appendix 10 – Quality Assurance Review Process (QARP), Item #10.	Damages in an amount up to two hundred fifty dollars (\$250.00) per business day for each business day that the Contractor remains non-compliant with the provisions of the QARP.

Amendment 20, Attachment 3

ID #	Non-System Service Level Agreement	Liquidated Damages
4	<p>Miscellaneous Damages: The objective of this section is to provide the State with an administrative procedure to address general contract compliance issues not defined elsewhere in this agreement. KDHE may identify a condition resulting from the Contractors non-compliance with the contract through outline monitoring activities. If this occurs, the State will notify the Contractor in writing of the contractual noncompliance. The State will also designate a period of time in which the Contractor must provide a written response to the notification and will recommend, when appropriate, a reasonable period of time within which the Contractor shall remedy the non-compliance.</p>	<p>If the non-compliance is not corrected by the specified date, the State reserves the right to assess liquidated damages in an amount not to exceed five hundred dollars (\$500) per working day per occurrence after the due date until the non-compliance is corrected.</p>
5	<p>Operational Readiness Testing must begin no later than six (6) weeks prior to the scheduled Implementation Phase 2.6 go-live date.</p>	<p>\$10,000 per business day that Operational Readiness Testing begins after six (6) weeks prior to the scheduled Implementation Phase 2.6 go-live date.</p>
6	<p>Hosting Turnover Task Contractor Responsibilities: Contractor shall comply with Hosting Turnover Plan.</p>	<p>If the Contractor is non-compliant or non-cooperative with the approved transfer plan. The contractor shall be held liable for all expenses associated with the delay of the transition and a ten (10%) percent damage assessment will be made to the Contractor's final invoice.</p>
7	<p>Phase 2.6 Delivery Quality</p> <p>Quality – Defects raised by the State must be remediated per the quality standards.</p>	<p>Defects that arise as the direct result of Change Requests, Defect Remediation and Workaround Retirement as specified in Amendment 16 Section J will be subject to the following liquidated damages provisions. These provisions are described further in Section 4.66 and are applicable during the Phase 2.6 State System Test:</p> <p>Defects arising from data conversion are excluded from this measure.</p> <p>The following standards establish expectations for code quality:</p> <ol style="list-style-type: none"> 1. For Critical Defects: A "Critical Defect" is defined as an issue that prevents access to the KEES system in System Test environments; will be remediated within two (2) business days. 2. For High defects: A "High Defect" is defined as an

Amendment 20, Attachment 3

ID #	Non-System Service Level Agreement	Liquidated Damages
		<p>issue that prevents processing of test cases through an On-line Program of the KEES system with no workaround; will be remediated within three (3) business days.</p> <p>Each business day, or as necessary, the State and Accenture Test Leads will meet to review new defects and to confirm criticality. Any disagreements will be escalated to the State and Accenture Project Director for resolution and documentation in the Ticketing system. Accepted defects will be scheduled into System Test releases as mutually agreed and with consideration of the quality standards, testing efficiency, and overall progress towards deployment.</p> <p>Accenture will notify the State when the releases are ready and which defects have been addressed and explain if any defects are not ready for deployment.</p> <p>"Remediation," as used herein is defined as resolving code issues that create Critical or High defects and providing any appropriate code changes to the System Test environment. The State will notify Accenture in writing of any failure of remediation to code within two (2) business days.</p> <p>Multiple failures by Accenture to deliver the code fix releases on the established schedule may result in the State notifying Accenture of failure to meet this measure.</p> <p>Accenture will present and execute a Corrective Action Plan to address the notice of failure to meet the measure within three (3) business days and such Corrective Action Plan will be accepted or amended within two (2) business days. If the standards are not met at the end of the accepted Corrective Action Plan, the State may impose damages of \$5,000 per business day from the end date of the Corrective Action Plan until the Standards are met.</p> <p>State and Accenture acknowledge the following:</p> <ol style="list-style-type: none"> 1. Initial testing cycles may increase the arrival rate beyond the short term capacity of the team and the State agrees to work with Accenture if that situation arises. 2. Accenture will not be penalized if the State determines that a deployment date should be delayed to better support testing efficiency. <p>This service level expires with the deployment of Phase 2.6, or</p>

Amendment 20, Attachment 3

ID #	Non-System Service Level Agreement	Liquidated Damages
		completion of the Phase 2.6 scope as defined in Section J of Amendment 16, whichever comes first.
8	<p>Phase 2.6 Delivery Schedule</p> <p>Milestone completion dates for code promoted to System Test environments are to be met.</p>	<p>For each business day that the contractor has not delivered the scope defined in the applicable build milestone in Amendment 16 Section J – Phase 2.6 Scope, Accenture agrees to liquidated damages per Section 4.66, as follows per business day until the code is delivered to System Test.</p> <p>1-3 days late - \$1,500 per business day 4-5 days late - \$2,500 per business day Over 5 days late - \$5,000 per business day</p> <p>Damages will be calculated as the amount per day based on when the delay ends. For example, a 6 business day delay results in a (\$5,000x6 = \$30,000) of potential damages.</p> <p>To incent progress, partial delivery of a release, where one or more Change Requests are not included in the release, will reduce the penalties. Each change request not included in a release will subject Accenture to a percentage of the damages based on the total change order hours not delivered over the total hours of the change orders included in the release. This is calculated based on the hours included in the applicable change orders. This percentage of the damages will continue until remediated, or as agreed.</p> <p>The State agrees to consider and work in good faith with Accenture to determine if adjusted deadlines are in the best interest of Phase 2.6 completion.</p> <p>For each business day after June 1, 2015 that the contractor has not delivered the full Phase 2.6 Scope as defined in Amendment 16 Section J, Accenture agrees to liquidated damages per Section 4.66 in the amount of \$7,500 per business day until the full scope is deployed to System Test.</p> <p>This service level requirement and any performance metrics described herein expires with the deployment to System Test for the Phase 2.6 scope as defined in Section J of Amendment 16.</p>

Amendment 20, Attachment 3

ID #	Non-System Service Level Agreement	Liquidated Damages
9	<p>Phase 3.0 Delivery Quality</p> <p>Quality – Defects raised by the State during User Acceptance Test must be remediated per the quality standards.</p>	<p>Defects that arise during execution of Phase 3.0 User Acceptance Test (UAT) are remediated per this standard.</p> <p>The following standards establish expectations for code quality:</p> <ol style="list-style-type: none"> 1. For Critical Defects: A “Critical Defect” is defined as an issue that prevents access to the KEES system in System Test environments, will be remediated within one (1) code release, with an average remediation of three (3) business days. 2. For High defects: A “High Defect” is defined as an issue that prevents processing of cases through an On-line Program of the KEES system with a mutually agreed to workaround, and will be remediated within two (2) UAT code drops, or as mutually agreed. <p>Each business day, or as necessary, the State and Accenture Test Leads will meet to review new defects and to confirm criticality. Any disagreements will be escalated to the State and Accenture Project Director for resolution and documentation in the Ticketing system. Accepted defects will be scheduled into System Test releases as mutually agreed and with consideration of the quality standards, testing efficiency, and overall progress towards deployment.</p> <p>Accenture will notify the State when the releases are ready and which defects have been addressed and explain if any defects are not ready for deployment.</p> <p>“Remediation,” as used herein is defined as resolving code issues that create Critical or High defects and providing any appropriate code changes to the System Test environment. The State will notify Accenture in writing of any failure of remediation to code within two (2) business days.</p> <p>Multiple failures or continued failure to remediate the same defect by Accenture to deliver the code fix releases on the established schedule may result in the State notifying Accenture of failure to meet this measure.</p> <p>Accenture will present and execute a Corrective Action Plan to address the notice of failure to meet the measure within three (3) business days and such Corrective Action Plan will be accepted or amended within two (2) business days. If the</p>

Amendment 20, Attachment 3

ID #	Non-System Service Level Agreement	Liquidated Damages
		<p>standards are not met at the end of the accepted Corrective Action Plan, the State may impose damages of \$1,500 per business day from the end date of the Corrective Action Plan until the Standards are met.</p> <p>State and Accenture acknowledge the following:</p> <ol style="list-style-type: none">1. Initial testing cycles may increase the arrival rate beyond the short term capacity of the team and the State agrees to work with Accenture if that situation arises.2. Accenture will not be penalized if the State determines that a deployment date should be delayed to better support testing efficiency. <p>This service level expires with the deployment of Phase 3.0.</p>

Amendment 20, Attachment 3

System-Related Service Level Agreements (SLAs)

1. The KEES System shall be operational 99.8% of the System Available Time.
2. The KEES Reporting System shall be operational 95% of the System Available Time.
3. Critical Batch Programs and 90% of other Batch Programs must complete by 6:00 a.m CST or as defined by the batch schedule.
4. Ninety percent of non-Critical Batch Programs must complete in accordance with the KEES Batch Schedule.
5. Critical Interface Programs must start within 1 hour of the time specified in the KEES Interface Schedule.
6. KEES System transaction response time must pass routine, controlled testing.
7. KEES Director or designee will be notified of all Urgent Security Incidents within 1 hour of entry of a Trouble Ticket or notification from the Security Operations Center (SOC), and containment shall occur within 24 hours.
8. The resolution time for Application Usage tickets shall not be greater than 8 hours for more than 2 Urgent Priority tickets during the System Available Time.
9. Ninety percent of Level 1 Support calls on hold for more than 1 minute will be answered within 3 minutes.
10. For Level 1 Support calls, less than 5% of all calls will be abandoned.
11. KEES Standard Automated Reports shall be sent to the designated location at the time specified as called out in the Automated Reports Schedule.

Damages associated with the SLAs are capped at no more than \$150,000 per month, or 10% of monthly billings, whichever is lower. If a target is met or exceeded for 90 days following a calculated LD, it may be earned back. For the period between March 1, 2015 and achieving the milestone of Phase 2.6 System Acceptance, the liquidated damage cap is temporarily increased to \$300,000/month, applicable to non-system service related Service Level Agreements Number #7 and #8.

Amendment 20, Attachment 3

#1: KEES System Availability	
Definition Section	
Definition	<p>The KEES System shall be operational 99.8% of the System Available Time.</p> <p>This metric relates to the system availability of the KEES System defined in System Available Time, except for approved scheduled downtime for system backups, batch cycle, archiving or system maintenance, etc., and includes all of the individual application and infrastructure components that result in availability of the KEES System to the business.</p>
Description of Use	Used to measure availability of an application where only non-Accenture caused outages are removed from available time.
Goal	Reduce incidents that cause application outage.
Contract Reference Section	
Type	Critical Service Level Agreement (SLA)
Minimum Service Level Target	>=99.8%
Liquidated Damages	\$1,500 for each tenth of a percent below the minimum service level target during the measurement window for a Hosting system.
Reporting Section	
Unit of Measure	Percentage
Good Trend Direction	Up
Measurement Window	Monthly
Green Range	>=99.8%
Yellow Range	Not Applicable
Red Range	<99.8%
Other Targets or Measurement Considerations	Timing for an outage under this SLA shall begin at the receipt of a Trouble Ticket during the System Available Time and complete upon closure of the Trouble Ticket.
Formula and Data Element Information or Client Discussions	
Formula (Data Element A/Data Element B)	$\left(\frac{\text{Total Hours that the KEES System Was Available}}{\text{Total Hours that KEES System Was Scheduled to be Available}} \right) * 100$
Data Element A	Total Hours that the KEES System Was Available
Data Type	Hours
Most Granular Time Needed	Seconds
Exclusions	Exclude any down time not associated with an Accenture caused outage or approved outage. Excludes Reporting System.
Data Element B	Total Hours that KEES System Was Scheduled to be Available
Data Type	Hours
Most Granular Time Needed	Seconds
Exclusions	Exclude any scheduled down time for the application. Excludes Reporting System, Public Self Service Portal.

Amendment 20, Attachment 3

#2: KES Reporting System Availability	
Definition Section	
Definition	<p>The KES Reporting System shall be operational 95% of the System Available Time.</p> <p>This metric relates to the system availability of the KES Reporting System defined in System Available Time, except for approved scheduled downtime for system backups, batch cycle, archiving or system maintenance, etc., and includes all of the individual application and infrastructure components that result in availability of the KES Reporting System to the business.</p>
Description of Use	Used to measure availability of an application where only non-Accenture caused outages are removed from available time.
Goal	Reduce incidents that cause application outage.
Contract Reference Section	
Type	Critical Service Level Agreement (SLA)
Minimum Service Level Target	>=95%
Liquidated Damages	\$1,500 for each 1.0 percent below the minimum service level target during the measurement window for a Hosting system.
Reporting Section	
Unit of Measure	Percentage
Good Trend Direction	Up
Measurement Window	Monthly
Green Range	>=95%
Yellow Range	Not Applicable
Red Range	<95%
Other Targets or Measurement Considerations	Timing for an outage under this SLA shall begin at the receipt of a Trouble Ticket during the System Available Time and complete upon closure of the Trouble Ticket.
Formula and Data Element Information or Client Discussions	
Formula (Data Element A / (Data Element B))	(Total Hours that the KES System Was Available/ Total Hours that KES System Was Scheduled to be Available) * 100
Data Element A	Total Hours that the KES System Was Available
Data Type	Hours
Most Granular Time Needed	Seconds
Exclusions	Exclude any scheduled down time for the application.
Data Element B	Total Hours that KES System Was Scheduled to be Available
Data Type	Hours
Most Granular Time Needed	Seconds
Exclusions	Exclude any scheduled down time for the application.

Amendment 20, Attachment 3

#3: KEES Critical Batch	
Definition Section	
Definition	Critical Batch Programs must complete by 6:00 a.m CST or later as defined by the Batch Schedule
Description of Use	Used to measure completion of critical batch programs
Goal	Reduce incidents that cause batch outage.
Contract Reference Section	
Type	Critical Service Level Agreement (SLA)
Minimum Service Level Target	100%
Liquidated Damages	\$1,500 for each critical batch job not complete per day
Reporting Section	
Unit of Measure	Percentage
Good Trend Direction	Up
Measurement Window	Monthly
Green Range	=>95%
Yellow Range	<95%, >=90%, requires notification and corrective action plan
Red Range	<90%, LD calculated for all instances below 100% up to the contractual cap.
Other Targets or Measurement Considerations	
Formula and Data Element Information or Client Discussions	
Formula (must include a valid formula)	$\frac{(\text{Total critical batch jobs that completed by 6 a.m. or as defined by the Batch Schedule})}{\text{Total number of critical batch jobs}} * 100$
Data Element A	Total number of critical batch jobs as defined in KEES Batch Runbook
Data Type	Hours
Most Granular Time Needed	Seconds
Exclusions	Exclude any scheduled down time for the KEES System.
Data Element B	
Data Type	
Most Granular Time Needed	
Exclusions	

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#4: KEES non-Critical Batch	
Definition Section	
Definition	Ninety percent of non-Critical Batch Programs must complete in accordance with the KEES Batch Schedule
Description of Use	Used to measure completion of batch programs
Goal	Reduce incidents that cause batch outage.
Contract Reference Section	
Type	Key Service Level Agreement (SLA)
Minimum Service Level Target	>=90%
Liquidated Damages	\$1,500 for each percentage point below the minimum service level target for each business day of each measurement window for a Hosting system
Reporting Section	
Unit of Measure	Percentage
Good Trend Direction	Up
Measurement Window	Monthly
Green Range	>=90%
Yellow Range	Not Applicable
Red Range	<90%
Other Targets or Measurement Considerations	
Formula and Data Element Information, or Client Discussions	
Formula (Data Element A/Data Element B)	(Total non-critical batch jobs that completed on schedule/ Total number of non-critical batch jobs) * 100
Data Element A	Total number of non-critical batch jobs as defined in KEES Batch Runbook
Data Type	Hours
Most Granular Time Needed	Seconds
Exclusions	Exclude any down time not associated with an Accenture caused outage.
Data Element B	
Data Type	
Most Granular Time Needed	
Exclusions	

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#5: KEES Critical Interfaces	
Definition Section	
Definition	This metric illustrates the availability of the system to start critical interfaces within one (1) hour as defined in the KEES Interface Schedule.
Description of Use	Used to measure availability of an application where only Accenture caused outages are removed from available time.
Goal	Reduce incidents that cause application outage.
Contract Reference Section	
Type	Critical Service Level Agreement (SLA)
Minimum Service Level Target	<=1 hours of defined start time
Liquidated Damages	\$1,500 for each interface per measurement window for a Hosting system.
Reporting Section	
Unit of Measure	Minutes
Good Trend Direction	Down
Measurement Window	Daily
Green Range	<= .5 hours of defined start time for 90% of critical interfaces
Yellow Range	>.5 to <=1 hours of defined start time for 90% of critical interfaces, requires corrective action plan
Red Range	>1 hours of defined start time for 90% of critical interfaces, LD calculated based on each incident that didn't meet target up to the damage cap.
Other Targets or Measurement Considerations	
Formula and Data Element Information, or Client Discussions	
Formula (If Not Provided, or Data Element B)	(Critical Interface start time per schedule) + 60 minutes
Data Element A	Start Time of Critical Interface as defined in Critical Interface Schedule
Data Type	Hours
Most Granular Time Needed	Seconds
Exclusions	Exclude any down time not associated with an Accenture caused outage.
Data Element B	N/A
Data Type	
Most Granular Time Needed	
Exclusions	

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#6: KEES Performance	
Definition Section	
Definition	This metric illustrates the performance of the KEES System. KEES System transaction response time must pass routine, controlled testing and any required remediation must be implemented within the timeframe specified.
Description of Use	Used to measure the response time of specified transactions.
Goal	Improve transaction response time.
Contract Reference Section	
Type	Critical Service Level Agreement (SLA)
Minimum Service Level Target	Pass
Liquidated Damages	\$1,500 for each day beyond the date specified in the remediation plan.
Reporting Section	
Unit of Measure	Pass/Fail
Good Trend Direction	Up
Measurement Window	Monthly - During Operations, testing will be required as determined by the State when an incident related to transaction response time has been identified in production. Upon the State request, a test and remediation plan and target will be documented and submitted for approval to KEES Manager. Failure to remediate the issue per the remediation plan will constitute a failure.
Green Range	Pass - <=0 (0 days late or early)
Yellow Range	Not Applicable
Red Range	Fail - >=1 (1 or more days late)
Other Targets or Measurement Considerations	
Formula and Data Element Information or Client Discussions	
Formula or Calculation (if Data Element A)	Actual remediation completion date - Expected remediation completion date (e.g. 10/01/14 - 09/29/14 = 2 days late)
Data Element A	Actual remediation completion date
Data Type	Date (mm/dd/yy)
Most Granular Time Needed	Day
Exclusions	Search and Transactions involving external data sources are excluded from the performance standards, along with any other transactions documented and agreed upon between the parties based on desired functionality and limitations of infrastructure.
Data Element B	Expected remediation completion date
Data Type	Date (mm/dd/yy)
Most Granular Time Needed	Day
Exclusions	

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#7: KEES Security Incidents	
Definition Section	
Definition	KEES Director or designee will be notified of all Urgent Security Incidents within 1 hour of entry of a Trouble Ticket or notification from the Security Operations Center (SOC), and a mutually agreed containment plan shall be documented, and begin containment as appropriate per the plan within 24 hours
Description of Use	Used to determine whether the established Resolution targets for the associated priorities per the SLA/contract are met.
Goal	Reduce or manage reaction time for security incidents
Contract Reference Section	
Type	Key Service Level Agreement (SLA)
Minimum Target	Notification <= 1 hour and Containment <= 24 hours
Liquidated Damages	\$1000 for each hour not notified of Urgent Security Incidents
Reporting Section	
Unit of Measure	Hours
Good Trend Direction	Down
Measurement Window	Monthly
Green Range	<=1 hour and <= 24 hour for containment
Yellow Range	Not Applicable
Red Range	>1 hour notification or > 24 hours for containment
Other Targets or Measurement Considerations	It is understood that often security incidents may take some time to remediate, the objective of this measure is active effort to provide clear guidance and analysis and to focus on developing a mutually agreeable plan for containment, not that implementation can occur in 24 hours in all, or most, cases.
Formula and Data Element Information - or Client Discussions	
Formula (Data Element A) / Data Element B	(Time of entry of Lvl 1 Ticket) - (time of notification sent), and (Time of entry of Lvl 1 Ticket) - (time of containment notification)
Data Element A	Time of Lvl 1 Ticket
Data Type	Hours
Most Granular Time Needed	Minutes
Exclusions	Incidents not specific to KEES System
Data Element B	Time of notification - email time
Data Type	Hours
Most Granular Time Needed	Minutes
Exclusions	Incidents not specific to KEES System

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Definition Name	#8: KEES Urgent Priority Ticket Resolution
Definition Section	
Definition	The resolution time for Application Usage tickets shall not be greater than 8 hours for more than 2 Urgent Priority tickets during the System Available Time
Description of Use	Used to determine whether the established Resolution targets for the associated priorities per the SLA/contract are met.
Goal	Increase service excellence with a high percentage compliance for the established Resolution time limit.
Contract Reference Section	
Type	Critical Service Level Agreement (SLA)
Minimum Service Level Target	100% <=8 Hours
Liquidated Damages	Damages in the amount of up to two hundred fifty dollars (\$250.00) per incident per business day for each business day the Contractor remains non-compliant.
Reporting Section	
Unit of Measure	Hours
Good Trend Direction	Down
Measurement Window	Monthly
Green Range	100% <=8 Hours
Yellow Range	Not Applicable
Red Range	<100% >=8 Hours
Other Targets or Measurement Considerations	Total number of Urgent Priority Application Usage tickets minus 2.
Formula and Data Element Information or Client Discussions	
Formula (Data Element A)	(Total resolution time of each Level 1 Urgent Priority Application Usage Incidents)
Data Element A	Total Number of Closed Urgent Priority Incidents resolved to within established Resolution Time targets for the measurement period
Data Type	Hours
Most Granular Time Needed	Monthly
Exclusions	Open Incidents, Incidents not Classified as Priority 1, Two (2) mutually agreed upon longest duration resolution time tickets.
Data Element B	
Data Type	
Most Granular Time Needed	
Exclusions	

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#9: KEES Call Hold Time	
Definition Section	
Definition	Level 1 Support calls on hold for more than 1 minute will be answered within 3 minutes
Description of Use	Used to determine whether the established response targets for the associated priorities per the SLA/contract are met.
Goal	Increase service excellence with a high percentage compliance for the established response time limit.
Contract Reference Section	
Type	Critical Service Level Agreement (SLA)
Minimum Service Level Target	>= 3 minutes hold time
Liquidated Damages	Damages in the amount of up to two hundred fifty dollars (\$250.00) per business day Yellow Range compliance and Damages in the amount of up to fifteen hundred (\$1500) per business day Red Range compliance.
Reporting Section	
Unit of Measure	Percentage
Good Trend Direction	Up
Measurement Window	Monthly
Green Range	<= 90% of calls On Hold > 1 minute
Yellow Range	> 90% of calls On Hold > 1 minute and < 3 minutes
Red Range	>= 3 minutes hold time
Other Targets or Measurement Considerations	"On Hold" refers to the period between when an attempt to contact and Agent is made through the system, and the Agent answers. Targets applicable to expected call volume.
Formula and Data Element Information	
Formula: (Data Element A - Data Element B) / Data Element C	(Total Number of calls for the measurement period) - (Total Number of calls exceeding one minute hold time) / (Total Number of calls for the measurement period) * 100
Data Element A	Total Number of calls for the measurement period
Data Type	Integer
Most Granular Time Needed	Monthly
Exclusions	Calls received outside of manned periods
Data Element B	Total Number of Incidents exceeding one minute hold time
Data Type	Integer
Most Granular Time Needed	Monthly
Exclusions	Calls received outside of manned periods

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Section Name	#10: KEES Call Abandonment
Definition Section	
Definition	For Level 1 Support calls, less than 5% of all calls will be abandoned.
Description of Use	Used to determine whether the established response targets for the associated priorities per the SLA/contract are met.
Goal	Increase service excellence with a high percentage compliance for the established response time limit.
Contract Reference Section	
Type	Critical Service Level Agreement (SLA)
Minimum Service Level Target	>= 5% abandoned
Liquidated Damages	Damages in the amount of up to two hundred fifty dollars (\$250.00) per business day for each business day the Contractor remains non-compliant.
Reporting Section	
Unit of Measure	Percentage
Good Trend Direction	Up
Measurement Window	Monthly
Green Range	<5% abandoned
Yellow Range	Not Applicable
Red Range	>= 5% abandoned
Other Targets or Measurement Considerations	"On Hold" refers to the period between when an attempt to contact and Agent is made through the system, and the Agent answers. Targets applicable to expected call volume.
Formula and Data Element Information	
Formula (Data Element A/Data Element B) and (Data Element C)	$\frac{(\text{Total Number of calls for the measurement period}) - (\text{Total Number of calls abandoned})}{(\text{Total Number of calls for the measurement period})} * 100$
Data Element A	Total Number of calls for the measurement period
Data Type	Integer
Most Granular Time Needed	Monthly
Exclusions	Calls received outside of manned periods
Data Element C	Total Number of Incidents of abandoned calls
Data Type	Integer
Most Granular Time Needed	Monthly
Exclusions	Calls received outside of manned periods

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Section Name	#11: KEES Reporting
Definition Section	
Definition	KEES Standard Automated Reports shall be sent to the designated location at the time specified as called out in the Automated Reports Schedule
Description of Use	To measure the timeliness of distribution of the Automated reports. The specific reports applicable to this SLA are: : ACF801 (Child Care Monthly Report) and the TANF Report .
Goal	Provide data to the appropriate staff at the planned timeframe.
Contract Reference Section	
Type	Key Performance Indicator (KPI)
Minimum Service Level Target	< 100% of indicated reports sent according to schedule
Liquidated Damages	Not Applicable - \$250/report
Reporting Section	
Unit of Measure	Percentage
Good Trend Direction	Up
Measurement Window	Monthly
Green Range	>=99%
Yellow Range	Not Applicable
Red Range	<99%
Other Targets or Measurement Considerations	SLA Applicable for following reports: ACF801 (Child Care Monthly Report) and the TANF Report
Formula and Data Element Information	
Formula and Data Element Information	$\frac{((\text{Total number of reports in Automated Reports Schedule} - \text{Number of reports not sent according to schedule}) / \text{Total number of reports in Automated Reports Schedule}) * 100}{}$
Data Element A	Number of Automated Reports
Data Type	Integer
Most Granular Time Needed	Monthly
Exclusions	Reports not scheduled in the Automated Reports Schedule one month prior to execution
Data Element B	Number of Automated Reports sent according to schedule
Data Type	Integer
Most Granular Time Needed	Monthly
Exclusions	TBC

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Glossary of Terms for SLAs

The following terms and conditions are defined for the purposes of this document alone, and are not intended to redefine other defined terms in the Agreement or other contractual documents.

Application Usage – The ability to access and navigate through the On-line Programs.

Batch Program – A program that does not require human interaction which is scheduled to run from an automated scheduling tool.

Business Hours – See *System Availability Time*.

Business Day – Monday through Saturday except for State of Kansas Holidays and days off approved by the Governor's Office.

Containment – Neutralizing the impact of a Security Incident.

Controlled Testing – A set of tests set up in a regulated environment to control and measure various timing aspects of the KEES System. Separate testing will be performed for on-line and batch programs.

Critical Batch Program – Programs that are automatically executed on a scheduled basis and defined in the KEES Batch Runbook as critical. The KEES Batch Runbook contents will be mutually agreed upon by Accenture and the State.

Critical Interface Program – Programs that send System Data to external applications on a scheduled basis and defined in the KEES Batch Runbook as critical.

Escalation – Process by which Accenture and the State can focus resources on a problem considered outside of the normal operating range.

Failures – The failure of the KEES System or the contractor, as applicable, to perform specific Performance Standards that are defined in the Failures section of the SLA and that may result in the application of remedies, including but not limited to the Nonexclusive Remedies.

Help Desk – Call center for processing of User initiated trouble tickets.

High Priority Ticket – The priority assigned Trouble Tickets that affect only a limited number of Users at a Site and no temporary solution or workaround is known for a mission-essential capability. (Please see the *Trouble Ticket Priority Classification Matrix* section below for a detailed classification schema for determining prioritizations).

Infrastructure Support – Support of servers, system monitoring, and performing on-going preventative maintenance to the KEES Application.

Initial Contact Time – The time during System Availability Time from when a KEES user contact is put into its respective queue (voice mail, email, or call queue) until it is answered.

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State of Kansas Holidays – Those holidays that are designated by the State of Kansas.

KEES System – Hardware and System Software necessary to support On-line Programs and Batch Programs. Also includes the software developed by Accenture for KEES.

Large Number of Users – 200 or more KEES System Users.

Level 1 – The first level of the KEES Support Organization that handles the initial request from the User.

Level 1 Phone and Voice Mail Support – Answering the initial call regarding a deficiency with the KEES System or responding to voice messages left by callers not able to get through to a Service Desk Analyst.

Low Priority Ticket – The priority assigned Trouble Tickets that affect only a limited number of Users at a Site and a temporary solution or workaround is documented for a user inconvenience. (Please see the *Trouble Ticket Priority Classification Matrix* section below for a detailed classification schema for determining prioritizations).

Medium Priority Ticket – The priority assigned Trouble Tickets that affect an entire Site and a temporary solution or workaround is documented that delays a core business function. (Please see the *Trouble Ticket Priority Classification Matrix* section below for a detailed classification schema for determining prioritizations).

Monitoring – Definition of the tools and processes that will be utilized to track and generate the necessary supporting data to compare against the *Performance Standard*.

Nonexclusive Remedies – Possible remedies in the Agreement for the State as a result of Failures. Specific examples of Nonexclusive Remedies for specific Failures are described in each Service Level Agreement.

Notification – Notification includes a phone call, voice message, or email that describes the Security Incident.

On-line Programs – On-line Program components includes:

- Address Validation
- Ad Hoc Reporting
- Eligibility Determination
- Form Generation
- Data Interfaces (only components controlled by Accenture)
- Phonetic Search
- User Administration
- Reports

(Note: On-line Programs are considered available until a Trouble Ticket is called in regarding an On-line Program).

Operational – Providing Users the ability to access the KEES System and complete critical functionality. A sub-classification of this definition is 'Fully Operational', meaning that all included components are functioning as expected.

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Pass – An indicator of success for the testing of the KEES System. Achievement mutually agreed upon measure (time from submission of entered data until next action can be performed) by 99% of transactions in the KEES System not involving user defined searches.

Performance Standard – Standards to which the KEES System and Accenture shall perform during Acceptance Tests and mutually agreed upon service level agreements and operational level agreements.

Performance Measure – Detailed methodology used to determine if the *Performance Standard* has been achieved.

Remediation Process – When an Escalation is required, defines the roles of the parties and process to be followed as a result of the Escalation.

Repair Time – For Trouble Tickets, Repair Time is the time from when a diagnosis is determined until the Trouble Ticket is closed with the State's approval

Reporting – Listing of the reports and / or information that will be generated from the *Monitoring* tools and processes.

Scheduled System Down Time – The amount of time the KEES System and System Maintenance is unavailable to Users as agreed to by the State.

Security Incident – Once a normal event has been confirmed to have an impact on security, the event is classified as a Security Incident. (see Security Incident Priority Classification Matrix)

Service Desk – The help desk supporting the KEES System.

Service Desk Analyst – Responsible for Level 1 Service Desk activities.

Site – A location that utilizes the KEES System.

SLA – Service Level Agreement. The Performance Standards for specified service areas.

System Administration – Managing, operating system platforms, Users, and servers and monitoring their performance against service levels.

System Availability Time – The scheduled time when Maintenance and Operations Support Services will be performed on the KEES System, which will be from 6:00 a.m. to 8:00 p.m. Monday through Friday, except for State of Kansas Holidays and Scheduled System Down Time.

System Data – Data that is captured using the KEES System during System Availability Time.

System Maintenance – Maintenance and Operations Support Services related to the KEES System.

System Software – Software, such as operating systems, designed to operate and control the computer hardware and to provide a platform for running application software. In this context, it is also to include the third party application software necessary to support the On-line Programs.

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Transaction Response Time - The transaction response time shall be measured beginning at the point an interrupt key (e.g., enter key, function key, mouse button) is depressed and ending when the page is rendered in the window.

Trouble Ticket - A request that documents inquiries that are reported by Users utilizing the KEES System, also known as a Service Request.

Unknown Maintenance - Maintenance associated with Trouble Tickets that are classified as unknown by Level 1 resources. This is only a temporary designation until the affected area is determined.

Urgent Priority Ticket - The priority assigned Trouble Tickets that affect an entire Site and no temporary solution or workaround is available for a core business function. (Please see the *Trouble Ticket Priority Classification Matrix* section below for a detailed classification schema for determining prioritizations).

Users - The individuals authorized by the State to use the KEES System.

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Trouble Ticket Priority Classification Matrix

Severity:

1. Affects an entire Site or a Large Number of Users and no temporary solution or workaround is known
2. Affects only part of the Users at a Site or a limited number of Users and no temporary solution or workaround is known
3. Affects an entire Site or a Large Number of Users and a temporary solution or workaround is documented
4. Affects only part of the Users at a Site or a limited number of Users and a temporary solution or workaround is documented

Criticality:

1. Prevents the accomplishment of an operational or core business function
2. Adversely affects the accomplishment of an operational or mission-essential capability
3. Delays the accomplishment of an operational or mission-essential capability
4. Results in user/operator inconvenience or annoyance, but does not prevent a required operational or mission-essential capability

Classification:

- Low** Initial setting for all problems
- Medium** Escalate problem to Service Desk Manager
- High** Escalate problem to Maintenance and Operations Manager
- Urgent** Escalate problem to Project Management and Consortium

Severity	4	Low	Low	Low	Low
	3	Medium	Medium	Medium	Low
	2	High	High	Medium	Low
	1	Urgent	High	Medium	Low
		1	2	3	4
		Criticality			

Figure 1: Classification Schema for KEES System Problem Management

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Security Incident Priority Classification Matrix

Severity:

1. Could affect an entire Site or a Large Number of Users and no temporary solution or workaround is known
2. Could only affect part of the Users at a Site or a limited number of Users and no temporary solution or workaround is known
3. Could affect an entire Site or a Large Number of Users and a temporary solution or workaround is documented
4. Could affect only part of the Users at a Site or a limited number of Users and a temporary solution or workaround is documented

Criticality:

1. Prevents the accomplishment of an operational or core business function
2. Adversely affects the accomplishment of an operational or mission-essential capability
3. Delays the accomplishment of an operational or mission-essential capability
4. Results in user/operator inconvenience or annoyance, but does not prevent a required operational or mission-essential capability

Classification:

- Low** Initial setting for all problems
- Medium** Escalate problem to Service Desk Manager
- High** Escalate problem to Maintenance and Operations Manager
- Urgent** Escalate problem to Project Management and Consortium

Severity	4	Low	Low	Low	Low
	3	Medium	Medium	Medium	Low
	2	High	High	Medium	Low
	1	Urgent	High	Medium	Low
		1	2	3	4
		Criticality			

Figure 1: Classification Schema for KEES System Security Incident Management

KEES Batch Schedule

The KEES Batch Schedule will be submitted to KEES Manager, and will be maintained as a work product of the Operations Team.

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KEES Interface Schedule

The KEES Interface Schedule will be submitted to KEES Manager, and will be maintained as a work product of the Operations Team.

KEES Standard Automated Reports

The KEES Automated Reports list will be submitted to KEES Manager, and will be maintained as a work product of the Operations Team.

Automated Reports Schedule

The KEES Automated Reports Schedule will be submitted to KEES Manager, and will be maintained as a work product of the Operations Team.